

Treating Customers Fairly and Complaints Process

As part of our values, we at Invest Bank are committed to provide superior experience to our customers through providing consistently fair, honest, and professional financial services and through listening to our customers' feedback.

We are committed to ensure all our customers are treated fairly and ethically, and that all our customers' concerns are addressed professionally and promptly.

Exceeding our customers' expectations is our target, however, if you wish to complaint about any services or products, you have the right to do so, and we are sharing below the process on how and where to complain.

Complaints Process:

- Once we receive your complaint / feedback through any of our channels, you will receive a reference number to acknowledge.
- Our complaints Resolution Specialist will contact you within one working day to understand the issue.
- We will take the utmost care of your concern; and will keep you posted with the progress in your case; and as soon as we have all relevant information related to your concern, we will and get back to you with the resolution.

Your channels to share your feedback / complaint are

- Visit any of our branches and meet our service representatives.
- Visit our website www.investbank.ae .
- Call us at 600 5 44404.
- Register for online banking services.
- Email us at wecare@investbank.ae.
- For immediate block/unblock your card and for any other enquiry and services you can approach us 24/7 through our WhatsApp service at the number 056 994 3777 .

*If we were unable to provide a satisfactory resolution, you have the right to complaint to UAE Central Bank by visiting www.centralbank.ae/en/consumer-protection

Your comments and feedback will help us to exceed your expectations and improve our products and services.

*Invest Bank P.S.C. licensed by the Central Bank of the UAE.