

### **Treating Customers Fairly and Complaints Procedure**

At Invest Bank, our commitment to excellence means providing customers with honest, professional financial services and valuing their feedback. We guarantee fair treatment and swift resolution of concerns. If you wish to make a complaint, follow these steps:

1. Upon receiving your complaint through any channel, you'll get a reference number.
2. A Complaints Resolution Specialist will contact you within one working day to understand the issue.
3. We'll keep you updated on progress and provide a resolution once all information is gathered.

Share your feedback/complaint via:

- Visit your nearest branch.
- Visit [www.investbank.ae](http://www.investbank.ae).
- Call 600544404.
- Register for online banking.
- Email [wecare@investbank.ae](mailto:wecare@investbank.ae).
- Use our 24/7 WhatsApp services at 056 994 3777 for card issues and inquiries.

If you're unsatisfied, contact our Head of Client Experience at [headofcx@investbank.ae](mailto:headofcx@investbank.ae).  
For UAE Central Bank escalation, visit [www.centralbank.ae/en/consumer/](http://www.centralbank.ae/en/consumer/).

Your insights help us improve.

\* Invest Bank is licensed and regulated by the Central Bank of the UAE.