



CUSTOMER COMPLAINTS HANDLING POLICY

1. INTRODUCTION

This Customer Complaints Handling Policy is designed to provide policy, procedure and guidance on the manner in which TIB Rasilimali Limited receives and handles complaints made by customers. This framework is necessary for the efficient operation of services in delivering value for money and improving customer satisfaction.

This policy and procedure is made in accordance with the requirements of the Dar es Salaam Stock Exchange Rules 2016, Division II, Rule 20 (1)–(4), on the Code of Business Conduct for customer complaints by Licensed Dealing Members and the Capital Markets and Securities (Conduct of Business) Regulations G.N. No. 771 of 1997, Regulation 26.

2. POLICY STATEMENT

TIB Rasilimali Limited welcomes feedback (whether positive or negative) about our services, decisions and the conduct of our employees and representatives engaged in the delivery of services. We acknowledge consumers' rights to complain and shall actively solicit feedback from consumers. All complaints will be handled in an equitable, objective and timely manner.

3. PURPOSE

This Policy is designed to assist TIB Rasilimali Limited and its employees to minimize risk of regulatory breaches and to ensure that TIB Rasilimali Limited's customers are treated fairly and consistently. This Policy sets out the steps required to manage; record; and resolve potential complaints.

The diligent and prompt attention to complaints can assist TIB Rasilimali Limited to identify the needs of our customers and stakeholders, understand our

business shortcomings, increase customer satisfaction and improve overall performance.

4. SCOPE

This policy and procedures apply to all business departments and employees in relation to both external and internal customers.

5. THE HANDLING PROCESS

The process details the activities to be followed when a customer reports a complaint. All the activities aim to reduce the complaint management time from its receiving at the office to the time customer is advised and satisfied with the solution and hence the complaint is fully closed.

The process is staged from receiving, recording, responding/engaging, reporting, escalating, and filing (**see: Annex 1A - Process Flow Chart**).

6. WRITTEN COMPLAINTS

Customer complaints should clearly state; the exact dissatisfaction with the product or service; the financial loss incurred (if any); and the corrective action required to resolve the matter.

This letter should be addressed to invest@rasilimali.tib.co.tz or;

Customer Care Department,
TIB Rasilimali Limited,
7th Floor, Samora Tower,
Samora Avenue/Bridge Street,
P.O. Box 9154, Dar es Salaam, Tanzania.

7. VERBAL COMPLAINTS

TIB Rasilimali Limited's prefers all complaints to be submitted in writing by the customer. In the instance of a verbal complaint, TIB Rasilimali employees must ensure that the customer is advised of the contact particulars for the Customer Care Department. Verbal complaints must be logged in the register before forwarding (preferably by internal e-mail) to the Customer Care Department or the designated Compliance Officer.

8. ASSISTANCE

TIB Rasilimali Limited's employees shall offer assistance to any customer in the formulation and lodgment of complaints where required. TIB Rasilimali Limited provides a *Standard Complaint Form* in electronic or paper format upon request.

9. BREACH OF POLICY

Any breach of this policy by TIB Rasilimali Limited's employees shall result in disciplinary action being taken against the person(s) concerned. It is mandatory that all employees must read this policy and also follow any directions/guidelines issued by the regulators.

Furthermore, a breach may need to be reported to the Dar es Salaam Stock Exchange and the Capital Markets and Securities Authority and may affect an individual's future employment prospects.

10. ACCESSIBILITY

TIB Rasilimali Limited's customer complaints handling process shall ensure that information is readily available, on how customers can make and resolve

complaints. The complaints handling process and supporting information shall be easy to understand and in plain language (English and Kiswahili).

TIB Rasilimali Limited's customer complaints handling policy and procedures shall be made readily available upon request and shall be available on our corporate website (www.rasilimali.co.tz) for complainants to access, and on our intranet for employees to access.

11.COMPLAINTS REGISTER

The Compliance Officer shall be responsible for maintaining the complaints register and ensure that all complaints are logged by TIB Rasilimali employees. (see: **Annex 1B – Complaints Register**)

12.RECORDS RETENTION

TIB Rasilimali Limited shall maintain all records of complaints for ten (10) years from the date the complaint was made to allow TIB Rasilimali Management to adequately monitor the level and types of complaints received. All complaint records shall be made available to the exchange or regulator upon request.

Complaints received during the month will be put on the agenda for the Management Committee on a quarterly basis.

13.REPORTING OBLIGATION

TIB Rasilimali Limited shall report all unresolved complaints after seven (7) days since the date the complaint was lodged.

14. CUSTOMER RIGHTS

TIB Rasilimali Limited shall ensure that customer rights are neither infringed nor hindered. Customers that are not satisfied with our review of your complaint, or with the way in which TIB Rasilimali Limited has handled the complaint, shall be informed of their right to utilize the complaints procedure established by the exchange.

Nothing in this Customer Complaints Handling Policy shall limit or detract from the customer's rights under the Capital Markets and Securities Act or any other laws. Customers are permitted to take any independent action to enforce their rights. However, TIB Rasilimali Limited believes that our complaint handling procedures will provide a quick and effective resolution of any customer concerns and difficulties.

15. TRAINING

TIB Rasilimali Limited shall be responsible for organizing and co-ordination of customer complaints handling training. All staff should be trained in dealing with, and responding to, complaints. Complaints handling training shall be included in the induction training for all new staff and in-house training sessions on handling complaints should be conducted at least annually with mandatory attendance by all staff.

COMPLAINTS HANDLING PROCESS

FLOW CHART

