



BROKERAGE  
HOUSE  
SECURITIES  
بيت الوساطة للأوراق المالية

# Customer Service Charter



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## Introduction

BHS's Customer Service Charter sets out a commitment to providing a high standard of customer service. We seek to meet your financial needs by offering quality investment products and services. Our customers are the cornerstone of our business and we consistently strive to exceed your expectations by anticipating and meeting your needs. This Service charter outlines the type of service standards we aim to provide. Our key commitments include: Service, Fairness, Security and Accountability.

## Key Commitments

### ❖ Service

- Consistently deliver high levels of service at any of our branches.
- We will deal professionally with your needs and do our at most to meet them.
- The service will be provided through a team of highly experienced professionals that understand your financial needs and objectives.
- Provide accessible convenient and secure service through our online and mobile trading facilities.

### ❖ Fairness

- BHS will act fairly and reasonably towards you in a consistent and ethical manner.
- BHS will establish a clear set of procedures on how to submit the complaints to ensure that any dispute between us will be resolved fairly and quickly.

### ❖ Security

- BHS will ensure that the confidentiality and privacy of customers' information is respected at all times, according to the laws and codes of conduct that govern investment and financial institutions.

### ❖ Accountability

- BHS will explain and help you understand the financial benefits, risks and product profiles of products and all our services that you are interested in.
- Products and services comply with the relevant Laws and Regulations