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## **Objective**

Safeguard the interest of the customers, maintaining a healthy relationship and strengthening the customer confidence on Singer Finance to ensure the stability and soundness of the sector.

## **Customer Protection Oversight Function**

The board of Directors (Board) is responsible to ensure that all employees and appointed agents\* are adhering to minimum standards of Customer protection set out in Finance Business Act Direction No 01 of 2018 and adequate monitoring mechanism is in place to ensure compliance with the above direction.

Financial Customer Protection shall be an integral part of Corporate Governance, Culture and Strategic decision making of the board.

## **Customer Protection Standards**

### **Disclosure & Transparency**

All our advertisements in relation to financial products, shall be accurate, understandable, contain factual information, which does not mislead our customers.

Key features of our products are specified in the “**Key Fact Document**”. This is in both soft and hard form versions.

General terms, conditions and features of the product/service will be published in our web site.

Rules regarding reporting of suspicious transactions and above the threshold transactions to the Financial Intelligence Unit will be published in our website.

We will provide a **product statement** for all our loan products, this statement consists of minimum required basic information about the contract. For our deposit products, we shall inform required information, and periodic renewal statements shall be sent for renewals with regard to Fixed Deposits. Savings transaction details can be obtain via updating the savings pass book.

We shall provide you, the transaction facility information as required by Finance Business Act, Direction no 01 of 2018, upon customers’ request.

Once the information containing financial products, terms and conditions is delivered to the customer, written confirmation shall be obtained.

We encourage you to aware of all the terms and conditions in relation to the financial product before placing the signature on documents.



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Any changes by regulator to the agreed terms and conditions shall be notified to customers before such changes come in to effect. In case if the company is unable to communicate to the customers about changes by the regulator, Singer Finance should inform customers within a reasonable time period.

### **Customer Education & Awareness**

The company will provide customer education programs about financial products offered by the company from time to time using its website as the mode of communication.

### **Responsible Business Conduct**

The company and its appointed agents shall work on best interest of customers for financial and non-financial products. We shall assess the actual requirement of the customer and suitability of the product and shall take arrangements to prevent over-indebtedness.

### **Complaint Handling & Redress**

For complaints in relation to our financial products please refer [\*\*Complaint Handling Policy\*\*](#) of the Company.

### **Equitable and Fair Treatment**

We value your presence and is bound to serve you with our financial products and services. We treat all our customers in equitable manner and we shall give special attention to elderly and differently abled customers.

### **Protection of Customer Data & Privacy**

Singer Finance guarantees the security & confidentiality of customer information. The company will disclose customer information only to CRIB and other regulatory bodies if required by the law.

**-End-**

\*Ex- Introducers, seizers, dealers ect