
JEQUITYPARTNERS

COMPLAINTS PROCESS GUIDELINES

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CONTENTS

1. Introduction	2
2. Fill in Complaint Form	2
3. Firm's Response	3
4. Unsatisfactory Response.....	3
5. Appendix A	4

1. Introduction

J Equity Partners (the "Firm") aims to offer innovative and differentiated financial instruments and solutions, smart investment structures, tailored advisory services and financial engineering in a manner that creates value for the Firm's stakeholders at the highest level of proficiency.

The Firm is committed to ensure that its clients experience with the Firm always matches their expectations, as they are key to the Firm's continued success. Client feedback, suggestions and complaints are given a great deal of due care and attention and dealt with in a timely manner. Such feedback constitutes important tools toward improving the Firm's products, services, and the implemented procedures and manuals.

Clients are encouraged to immediately contact the Firm and convey their concerns at any stage should they are unsatisfied with the Firm's services or in cases where they believe that an issues not handled in accordance with the terms and conditions of relevant signed agreements.

As a first step, the Firm encourages its clients to contact the Investment Development Division in case they have any concerns, and allow the Investment Development team to have the first opportunity to answer and clarify such concerns.

If the given answers/clarifications are not satisfactory, clients can immediately proceed with submitting their written complaints by following the below steps:

2. Fill in Client Complaint Form

The Complaint Form is available on the Firm's website and it can be submitted via the following channels:

- Email;
- Fax;
- Hand delivery;
- Courier; or
- Registered mail.

The contact details of the Client Complaint Officer are below:

Name: Layla AlAshar
Telephone: +973 1713 4007
Fax: +973 1725 2877
Email: l.alashar@jequitypartners.com

The client is welcomed to visit the Firm to personally discuss any issues with the Firm's Client Complaint Officer (after arranging for a meeting).

Office Address

Floor 31st, West Tower
Bahrain World Trade Center
Manama, Kingdom of Bahrain

Working Hours

- Sunday to Wednesday from 9:00 to 17:00
- Thursday from 9:00 to 16:00

3. Firm's Response

- The Firm shall send the client an acknowledgement letter within five (5) business days of receipt of a complaint.
- The Firm shall conduct a thorough investigation on the client complaint and provide a written response within four (4) weeks of receiving the complaint. The response will highlight the Firm's position and indicate how it proposes to deal with the complaint (and the appropriate redress, if applicable).

4. Unsatisfactory Response

In circumstances where the client has exhausted the Firm's complaint handling process and they are still not entirely satisfied with the final resolution proposed, the client has the right to raise the complaint in accordance with Chapter 8 "Customer Complaints Procedures" of the Business Conduct Module of Central Bank of Bahrain Rulebook, Volume 4.

Clients are encouraged to contact the Firm should they require any further assistance on the complaints procedure.

5. Appendix A

Client Complaint Form

Name:

Telephone:

Email:

Date of the Complaint:

Subject of Complaint:

Details of the Complaint:

Client Signature

JEQUITYPARTNERS

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Regulated by the Central Bank of Bahrain as a Category 1 Islamic Investment Business Firm