

Mechanism of receiving and remediating a Complaint:

To submit a Complaint

The complaint should be delivered to FSDH Merchant Bank Limited (the “Bank”) by any of the following means:

1. By hand to the Bank’s Compliance Unit through the front desk;
2. By mail to be delivered at the Bank’s registered address and for the attention of the Bank’s Chief Compliance Officer;
3. By email addressed to complaints@fsdhgroup.com;
4. By leaving a note in the Complaints Box displayed at the front desk area;
5. Website [http:// www.fsdhgroup.com](http://www.fsdhgroup.com); by leaving a message or
6. By phone on Hotline: 01-4631453.

*The Customer will be contacted and informed of the receipt of the complaint by the Bank’s Compliance Unit within 3 business days, according to the preferred time and means stipulated in the above. The Customer will be informed of the outcome of the investigation within 10 business days. The Bank shall notify the Customer in case a decision is taken by the Bank to extend the investigation for a further period of 10 business days.

Declarations:

I, the Customer, hereby make the following declarations:

1. That all the information provided by me with respect to the Complaint above is true, correct and complete, and I assume full responsibility in the event that any of such information is untrue, incorrect or incomplete.
2. That where the Bank has taken such corrective or remedial actions on the subject of the Complaint or where the Bank has resolved the Complaint (in a mutually agreed manner), such resolution shall be binding and I shall be estopped from instituting any other action, including an action in a court of law or instigating any regulatory review in connection with the same Complaint.
3. Further to the foregoing, I shall not submit any complaint to the Central Bank of Nigeria and/or to the Securities and Exchange Commission or any other regulator, in respect of the same resolved Complaint, the resolution of which has been agreed between myself and the Bank.

Customer Name: _____

Customer Signature: _____