



## Customer Fair Treatment Charter

As a responsible Financial Institution, we strive to deliver the highest standards of services to our customers and in doing so, we ensure that we treat our customers fairly so that we maintain and preserve long term and mutually beneficial relationships with them.

- 1) Commitment to Fair Dealing**  
Fair treatment of all our customers is embedded in our culture. Being honest, professional and ethical in all our dealings with our customers is central to our Core Values.
- 2) Commitment to courtesy and respect.**  
We strive to treat customers respectfully and expect our staff to be equally treated as such by our customers.
- 3) Commitment to clarity, transparency and suitability of products.**  
We strive to ensure that our customers are provided clear, relevant, and current information on all our products and services so that they can make informed decisions regarding our products and services most suited to their needs.
- 4) Commitment to privacy.**  
We commit to protect the privacy and confidentiality of personal and financial data of all our customers at all times.
- 5) Commitment to fair and effective handling of customer complaints.**  
We strive to ensure that all customer complaints are dealt with and addressed fairly and expeditiously and that customer feedback is taken seriously.

Our Maybank, Our Future.

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