

The Guidelines on Fair Dealing (“FDG”) issued by Monetary Authority of Singapore (MAS) in May 2024 aims to promote fair dealing by financial institutions when they conduct business with their customers. The FDG stipulate five fair dealing outcomes that are pivoted on the following principles:

- Fair dealing is central to corporate culture
- Products and services offered are suitable for target customer segments
- Customers are served by competent representatives
- Customers are provided with clear, relevant and timely information that accurately represent the products and services offered and delivered
- Customer complaints are handled in an independent, effective and prompt manner

At Maybank, we are fully committed to delivering the above fair dealing outcomes to our customers:

- a) With respect to the provision of financial products and services –
  - Robust due diligence procedures to ensure that products and services designed, manufactured, selected, marketed, and distributed are suitable for its customers;
  - Procedures to perform due diligence assessments and set out clear service standards for partnerships with other financial institutions or persons (e.g., introducers in its distribution business);
  - Procedures to identify, mitigate, and disclose conflicts of interest; and
  - Sound and objective processes to assess applications received for the purchase of financial products and services.
- b) With respect to managing its representatives –
  - Recruitment practices and training that ensure representatives are ethical, fit and proper;
  - Effective systems and controls to supervise its representatives on an ongoing basis; and
  - Performance evaluation and remuneration frameworks that incentivise behaviour to achieve the fair dealing outcomes.
- c) With respect to managing service quality and customer feedback –
  - Transparent pricing and fee structures;
  - Clear service standards for processing key service deliverables to customers;
  - Procedures for whistle-blowers to report misconduct; and

- Frameworks and procedures to effectively process and resolve complaints in an independent and timely manner.

### **How can you provide feedback about Maybank products or services?**

Please share with us using one of the following ways:

1. Call our 24-hour banking hotline number 1800-MAYBANK (629 2265) in Singapore or 65 6533 5229 from overseas.
2. Write to us via [www.maybank2u.com.sg](http://www.maybank2u.com.sg) by clicking CALL US (Get in touch).
3. Visit a Maybank branch. If the Customer Service Officer is unable to address your query or concern, you may request to speak to the Branch Manager.