

# Charter of Consumer Rights and Responsibilities



## Introduction

This Customer Service Charter delineates the standards of service that customers can rightfully expect in their interactions with Bank Nizwa. By adopting this Charter, we affirm our commitment to providing banking services that meet the highest quality standards, in alignment with best practices and all relevant laws, regulations, and guidelines.

The Charter serves as a comprehensive framework outlining Bank Nizwa's commitments and responsibilities. It clearly defines the rights and obligations of our customers, ensuring a mutual understanding that empowers both parties. Our goal is to foster a transparent and respectful relationship, where customers feel valued and heard.

In the event that customers experience dissatisfaction with any aspect of our service delivery, the Charter provides a structured process for expressing concerns. We believe that customer feedback is essential for continuous improvement, and we encourage our customers to share their experiences with us. Our dedicated team is trained to address issues promptly and effectively, ensuring that your concerns are resolved to your satisfaction.

Furthermore, this Charter is a living document, meaning that it will be revised and updated as necessary to adapt to changes in the business environment, regulatory framework, or customer needs. We are committed to evolving our services to better meet your expectations and enhance your banking experience.

While this Customer Service Charter reflects our dedication to exceptional service, it is important to note that it should not be construed as a legally binding document. Instead, it embodies our promise to our customers and serves as a guideline for the high standards we strive to uphold.

At Bank Nizwa, we value your trust and aim to create a positive banking experience for all our customers. Your satisfaction is our priority, and we look forward to serving you with integrity, efficiency, and respect.

## Bank Nizwa Commitment

At Bank Nizwa, our firm commitment to our customers is anchored in a set of guiding principles that define our approach to banking and the way we serve our customers.

**Customer-Centric Approach:** We prioritize your needs and preferences, tailoring our services to enhance your banking experience.

**Continuous Improvement:** We regularly seek feedback from our customers to improve our services and address any areas of concern.

**Accessibility:** We ensure that our services are easy to access, offering multiple channels for communication and support.

**Innovation:** We embrace technological advancements to provide you with modern, efficient banking solutions that simplify your financial management.

**Community Engagement:** We are committed to contributing positively to the communities we serve, supporting initiatives that foster social and economic development.

**Financial Literacy:** We offer resources and guidance to help you make informed financial decisions, empowering you to achieve your financial goals.

**Respect and Dignity:** We treat every customer with respect, ensuring a welcoming and inclusive environment in all our interactions.

These points further emphasize Bank Nizwa's dedication to fostering strong, supportive relationships with our customers.

## Consumer's Rights

At our institution, we are committed to maintaining a fair and transparent banking environment for all our customers. We believe that trust and integrity are the foundations of our relationship with you. To uphold these values, we adhere to a set of principles that guide our interactions and ensure that you receive the highest standard of service. Act fairly and reasonably in all our interactions with you by:

1. Ensuring the provision of basic banking services, such as cash and cheque transactions, remittances, and offering cashless options via eWallet, to provide customers with convenient and comprehensive financial solutions.
2. Adhering to the commitments and standards outlined in this Charter for our products and services, as well as our procedures and practices.
3. Treating you with respect regardless of your age, gender, marital status, religion, disability or financial situation in your interaction with Bank Nizwa.
4. Upholding good and fair banking practices by complying with the regulations set by the regulators in all our dealings with you.
5. Fostering a fair and equitable relationship with you.
6. Adequately training our staff to attend to you efficiently and courteously, ensuring prompt delivery of services, resolution of issues, correcting mistakes, and addressing your complaints swiftly.



## Right to Fair Treatment

We will assist you in understanding our financial products and services by:

- a. Providing timely and sufficient information in Arabic or English as per the customer preference.
- b. Ensuring that our advertisements and promotional materials are transparent and understandable.
- c. Striving for transparency in contracts or agreements, making them easy to understand and well-communicated.
- d. Offering complete information regarding our products and services, including profit rates, charges, and applicable terms and conditions in a transparent manner.
- e. Informing you about available facilities and how to access them, along with contact details for any inquiries.
- f. Displaying the following on bank's official website and branches for your reference:
  - a. Schedule of charges (Tariff/fees)
  - b. Terms and conditions banking facilities
  - c. Product Fatwa (available on our website)
  - d. Historic & Expected Mudaraba Profit Rates

## Complaints Handling Process at Bank Nizwa

At Bank Nizwa, we value our customers and are dedicated to providing exceptional services. In the rare occurrence that a customer is dissatisfied with the resolution of a complaint, we commit to addressing it promptly and proactively to avoid recurrence.

Customers have the right to seek clarification, feedback, or justification on any interaction with the bank in the following areas:

- Banking Products
- Services and Service Channels
- Performance of Systems
- Compliance with Shari'a principles
- Fees and Charges
- Promotions and Marketing activities
- Outstanding payments and Installment Collections
- Customer touch points (Branches, Call Center, Direct Sales)
- Security and Privacy

## How to Lodge a Complaint:

We have streamlined the process for customers to submit their grievances. You may lodge complaints or provide feedback through the following channels:

1. Call Center:

Contact Number: 24950500 (24 Hours)

2. Consumer Service Email: [customercare@banknizwa.om](mailto:customercare@banknizwa.om)

3. Website: [www.banknizwa.om](http://www.banknizwa.om)

4. Social Media Channels:

- Facebook: Bank Nizwa
- Instagram: bank\_nizwa
- X Platform: Bank\_Nizwa
- LinkedIn: bank nizwa

5. All Bank Nizwa Branches

## Handling of Customer Complaints:

- Upon receiving a complaint through any of the abovementioned channels, it will be logged into our Complaints Management System.
- You will receive an SMS on your registered mobile number with a reference number for your complaint.
- An estimated resolution timeline will be provided based on the type of complaint.
- Our goal is to resolve complaints promptly. In case more time or information is needed, our staff will reach out to you.
- Upon resolution, an SMS notification will be sent to your registered mobile number.

## Escalation Process:

If you are unsatisfied with the initial resolution or if the issue remains unresolved for an extended period, you have the option to escalate as follows:

### Level 1:

- If you are not satisfied with the provided resolution or if it exceeds 5 working days.

**Contact:** Ikhlas Al Lawati

**Email:** ikhlas.allawati@banknizwa.om

**Tel:** +968 24655246

**Working hours:** 07:45 am - 03.00 pm

### Level 2:

- If there is no update or resolution after Level 1 or if you are not satisfied with the resolution provided by the Service Recovery Manager.

**Contact:** Mohamed Al Ghassani

**Email:** mohamed.alghassani@banknizwa.om

**Working hours:** 07:45 am - 03.00 pm

## Escalation to Central Bank of Oman:

If you are still dissatisfied and the issue remains unresolved after Level 2, you reserve the right to escalate the complaint to the Central Bank of Oman if a final resolution is not provided within 30 working days.