

## **DIBPL Customer Fair Treatment & Protection:**

Dubai Islamic Bank Pakistan Limited (DIBPL) as part of its vision, mission and values remains committed in the fair treatment and protection of all existing and potential customers across Pakistan.

DIBPL is a wholly owned subsidiary of Dubai Islamic Bank, PJSC the world's first Islamic Bank. As the pioneer in Islamic Banking our Shari'a compliant values ensure transparency in providing adequate information of all our terms and conditions with inherent profit and loss risks (wherever applicable).

We also believe in ensuring fair, non-coercive and reasonable practices in the selling and advertising of financial products and services with subsequent collection of related charges and payments. Further our Bank has an established problem resolution mechanism that is convenient and easy to address any number of complaints and their subsequent monitoring. In case of Sharia compliance related queries Sharia Dept. can be contacted at Sharia helpdesk.

Further every complainant in case of dis-satisfaction from the Bank's final problem resolution is free to approach the Banking Mohtasib of Pakistan and Consumer Protection Department, State Bank of Pakistan.