



DIBPL Fair Treatment to Customer Policy

Fair Treatment to Customer Policy Dubai Islamic Bank Pakistan

Fair Treatment of Customer (FTC) is crucial to a financially stable financial institution. Dubai Islamic Bank has developed FTC Framework in light of the guidelines from State Bank and best banking practices.

Dubai Islamic Bank Pakistan Limited has policies and procedures to ensure that customers are aware of their rights so that they can make informed decisions. Being an Islamic Bank, all our products, policies and documents are vetted by sharia which provides assurance that there is complete disclosure and customers are not subject to any unfair or deceptive practice.

Guiding Principles of Fair Treatment to Customer Policy:

- Impartial and Just treatment
- Clear and Timely disclosure
- Financial Education
- Behavior and Ethics
- Protection against Fraud and Invasion of privacy
- Complaint Handling