



WEMA BANK

**Shareholder's Complaints Management Policy
of
Wema Bank Plc**

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1. Preamble

This Complaint Management Policy is made pursuant to the requirements of the Securities & Exchange Commission's rules relating to the Complaints Management Framework of the Nigerian Capital Market and the implementing circular number NSE/LARD/CIR6/15/04/22 issued by the Nigerian Stock Exchange.

This policy sets out the procedure and manner in which shareholders of Wema Bank Plc (the Bank) may communicate with the Bank regarding their shareholding interest in the Bank and how the Bank will assist to address the shareholders concern.

This policy only relates to the Bank's shareholder's complaints and enquiries. It does not cover complaints and enquiries by the Bank's customers, suppliers or other stakeholders. The Bank's Registrars, GTL Registrars has its own complaint handling procedures and policies which are not covered by this policy.

2. Objective

This policy is aimed at ensuring an efficient and timely resolution of the complaints and enquiries from the Bank's Shareholders.

Further, It provides guidance to the staff of the Bank on procedure for resolving shareholder's complaint or enquiries.

3. Statement of Commitment

Wema Bank is committed to providing high standards of services for shareholders by:

- Facilitating easy access to shareholder's information;
- Ensuring that shareholder's enquiries and complaints are handled in an efficient and timely manner;
- Facilitating access to material information about the Bank;
- Ensuring that shareholder's complaints or suggestions are recorded.

4. Channels of Complaints and Enquiries

Shareholders can make complaints/enquiries and access relevant information about their shareholding through various channels. The channels are:

- a. **GTL Registrar:** Shareholders who wish to make complaints or inquiries about their shareholding may contact the Bank's Registrar. Please find below the registrar's contact:

Office Address

GTL Registrar Ltd
274 Murtala Mohammed Way, Alagomeji, Yaba
Lagos.
Telephone: +234 1 2793161; 8131925-2
Email Address: info@gtlregistrars.com
Website: www.gtlregistrars.com



- b. **Company Secretary:** If the registrar is unable to satisfactorily address shareholder's enquiries and resolve their complaints, the shareholder can contact the office of the Company Secretary located as follows;

Office Address

Company Secretary

Wema Towers

54, Marina

Lagos.

Email: investor.relations@wemabank.com or purpleconnect@wemabank.com

Telephone: +234 1 2778621; 2777700

- c. **Visit to Bank's Branches Nationwide:** Shareholders can visit any of the Bank's branches nationwide and submit their complaint letters which are to be transmitted to the investor relations unit for resolution.
- d. **Electronic Means:** Shareholders may log in complaints or make enquiries as regards their shareholding by visiting the bank's website- www.wemabank.com or by sending Emails to purpleconnect@wemabank.com.

5. Procedure for Resolving Shareholders Complaints/Enquiries

The following actions will be taken upon receipts of the complaints:

- i. Relevant details of the complaints or enquiry will be recorded in the electronic register;
- ii. Complaints or enquiries received by email shall be acknowledged by email within 24 hours of receipt;
- iii. Complaints or enquiries received by post are responded to within two (2) working days of receipt;
- iv. The Bank shall endeavor to resolve all complaints received by it within ten(10) working days (upon the shareholder meeting all conditions) of receipt:

- v. Where a complaint/enquiry cannot be resolved within the stipulated time frame, the shareholder shall be notified and the complainant may refer the complaint to a competent authority:
- vi. The same medium that was used for the initial enquiry is used in providing a response unless otherwise notified to or agreed with the shareholder;
- vii. During the investigation of a shareholders enquiry or complaint, the bank may liaise with the registrar to resolve the complaints.

6. Electronic Complaints Register and Quarterly Reporting Obligations

The Bank shall maintain an electronic register for complaints and enquiries. The register shall contain the following information:

- i) The date of receipt of the complaints or enquiry;
- ii) Details of the shareholders (including name, address, telephone number and email address);
- iii) Nature and details of the enquiry or complaint;
- iv) Action taken/Status
- v) Date of Resolution
- vi) Remarks and Comment

The Company Secretary shall render quarterly reports on complaints received and status of resolution to the Nigerian Stock Exchange and the Securities and Exchange Commission.

7. Publication

This policy is available on the Wema Bank's website- www.wemabank.com and will also be published in the Bank's Annual Report as required by the Securities and Exchange rule. A copy of this rule may also be requested by contacting the office of the Company Secretary.

8. Amendment/Review of this Policy

The Bank may from time to time review this policy. Any changes made to this policy shall be published on the Bank's website- www.wemabank.com



Approved on the15th.....day of...January...2016


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Company Secretary/Legal Adviser


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Managing Director/Chief Executive Officer