



Shareholders' Complaints Management Policy

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1.0 Introduction

This Shareholders Complaints Management Policy (**the “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 ways in which the shareholders of Wema Bank Plc. (**“the Bank”**) may communicate with the bank regarding their shareholding interest in the bank, payment of dividend and how the bank will assist to address the shareholders’ concerns.

This Policy only relates to shareholders’ complaints and enquires. It does not cover complaints and enquiries by the bank’s customers, suppliers or other stakeholders. The bank’s Registrars, Greenwich Registrars and Data Solutions Ltd has its own complaint handling procedures and policies which are not covered by this Policy.

2.0 Objective

This Policy is aimed at ensuring an efficient, fair and timely resolution of the complaints and enquiries from the bank’s Shareholders. Further, it provides guidance to the staff of the bank on procedures for resolving shareholder’s complaint or enquiries.

3.0 Statement of Commitment

The bank is committed to providing high standards of services to shareholders by:

- Facilitating easy access to shareholder information
- Ensuring that shareholders’ enquiries and complaints are handled in an efficient and timely manner.
- Facilitating access to material information about the bank.

4.0 Channels of Complaints and Enquiries

Shareholders can make complaints or enquiries and access relevant information about their shareholding through various channels made available by the bank. However, shareholders shall in the first instance contact the Bank’s Registrars. The Registrars manage all the registered information relating to all shareholdings e.g. shareholders name, address, shareholding units, dividend payment instruction, etc. The various available channels and relevant contact details are:

- a. **Greenwich Registrars:** Shareholders who wish to make complaints or enquiries about their shareholding may contact the bank’s Registrars. Please find below the Registrars contact:

Office Address

Greenwich Registrars and Data Solutions Ltd
274, Murtala Mohammed Way, Alagomeji, Yaba
Lagos.

Telephone: +234 1 2793160-2; 8131925-2

Email Address: Info@gtlregistrars.com

Website: www.gtlregistrars.com

- b. **Company Secretary:** If the Registrar is unable to satisfactorily address shareholders' enquiries and resolve their complaints, the shareholder can contact the office of the Company Secretary via the contact details below:

Company Secretary

Wema Towers

54, Marina

Lagos.

Email: CompanySecretariat@Wemabank.com

Telephone: +234 1 2778959

- c. **Investor Relations Desk:** Shareholders can also contact the Investors Relations unit of the bank via the contact details below:

Investor Relations Department

Wema Towers

54, Marina

Lagos.

Email: investor.relations@wemabank.com

Telephone: +234 1 2779786

- d. **Visit to Bank's Branches Nationwide:** Shareholders can visit any of the bank's branches nationwide and submit their complaint letters addressed to the Manager, Investors Relations, Wema Bank Plc, which will be transmitted to the Investor Relations Unit for resolution or referenced to the Registrars, as the case may be.
- e. **Electronic Means:** Shareholders may log in complaints or make enquiries as regards their shareholding online, by visiting the bank's website – www.wemabank.com or by sending emails to purpleconnect@wemabank.com or calling Telephone: +234 1 2777700. Information available on the bank's website, include but are not limited to calendar of key dates, useful shareholder forms, frequently asked questions, whistleblowing procedure and Annual General Meeting Notices.

5.0. Procedure for Resolving Shareholders Complaints/Enquiries

Where a complaint or enquiry is sent directly to the bank, the bank upon receipt shall use its best endeavors, liaising with the Registrars to ensure that the complaint or enquiry is properly attended to within the time frame stipulated below:

- I. Complaints or enquiries received by email shall be acknowledged by email within 24 hours of receipt;
- II. Complaints or enquiries received by post shall be responded to within two (2) working days of receipt;
- III. The bank shall endeavor to resolve all complaints within ten (10) working days of receipt (upon the shareholder meeting all conditions and requirements for the resolution of the complaint);
- IV. Where a complaint/enquiry cannot be resolved within the stipulated time frame, the time within which to resolve the complaint may by notice be extended. Where the complaint can still not be resolved by the bank, the complainant may be referred to an authority that may likely handle and resolve the complaint;
- V. The same medium that was used for the initial enquiry shall be used in providing a response unless otherwise notified to or agreed with the shareholders

The bank shall endeavor to resolve all complaints amicably and keep shareholders updated of the status of resolution.

6.0 Complaints Register

The bank shall maintain an electronic Complaints Register which shall contain among others the following details:

- i. Date of receipt of the complaint
- ii. Details of the complainant (including name, address, telephone number and email address)
- iii. Nature and details of the complaint
- iv. Action taken to resolve the complaint/status
- v. Date of resolution
- vi. Remarks and comments

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

7.0 Liaison with the Bank's Registrars

During the investigation of a shareholder's enquiry or complaint, the bank may liaise with the Registrar to resolve the complaints. The bank's engagement with the Registrars will include:

- i. Determining the facts;
- ii Determining what action has been taken by the Registrars (if any); and
- iii. Coordinating a response with the assistance of the Registrar.

8.0 Conditions for Closure of Case

A shareholder's complaint shall be consider closed in any of the following circumstances:

- i. When the bank has completely resolved the shareholder's enquiry.
- ii. Where the shareholder has acknowledged and accepted the bank's response.
- iii. Where the shareholder has not responded to the bank within 4 weeks of receiving the bank's request for further information, document, clarification or the bank's Letter of Closure.
- iv. Where the bank's Company Secretary has certified that the bank has met its contractual, statutory or regulatory obligation to the shareholder.
- v. Where the shareholder reverts with a fresh complaint after a Letter of Closure has been sent.

9.0 Charges and Fees

Subject to statutory requirement, the bank will not charge shareholders for making enquiries, giving feedback, providing a response or for any aspect in the course of resolving a shareholder's complaint. Note however, that the Registrars may reserve the right to charge the shareholders for value adding services.

10.0 Publication

This Policy is available on the investor relations portal on Wema Bank's website- www.wemabank.com. A copy of the Policy may also be requested by contacting the Investor Relations desk or the office of the Company Secretary via the contact details provided in section 4.0 of this policy.

11.0 Amendment/Review of this Policy

The bank may from time to time review this Policy to ensure that the content is relevant and reflects extant statutes and regulations. Any changes made to this Policy shall be published on the Bank's investor relation website.

