

Customer Charter of Aviva Finance Limited

Introduction

This Charter is a statement of commitments towards our customers for providing services and necessary information. It also will make our Customers conscious about their rights and obligations to Aviva Finance Limited (AFL).

Objective

The main objectives of the Customer Charter are to make the customers aware about their general rights, obligations, grievance approach process so as to enable them in taking their own decision on banking matters.

AFL's Obligation

A) Deposit & Investment

Before entering into agreement with the customers for Deposits or Investment, AFL shall -

- Inform the customers regarding the tenure and profit rate of the fixed deposit or investment;
- Inform the customers whether the profit rate is fixed or variable;
- Tell the basis and frequency on which profit will be calculated;
- Give a clear understanding to its client on Terms & conditions of the product/investment or account;
- Explain the method used to calculate the profit of each product;
- Inform the customers about the charges, if any and consequences of premature termination of fixed deposit or investment;
- Ensure prompt service;
- Disclose prominently the total amount of income that the customers shall receive on the fixed deposits after deduction of Applicable Tax, Excise Duty, VAT etc.; and
- Disclose the total cost of credit with break up, if any.

B) Disclosure of the Latest Schedule of Charges, Fee, and Commission

As a Sharia'h Based financial service provider, AFL shall inform all Fees, charges and commission that may be charged after rendering services. AFL also shall -

- Provide the customers with a schedule of charges, fees, and commissions payable for the products or services that the customers have chosen when requested by the customer;
- Display schedule of Fees, charges and commission at prominent place of Head office & all Branches;
- Inform the customers before charging any additional charges or expenses that may have to pay for, such as searching fees to retrieve available past records etc.



C) Notice of Changes to Terms and Conditions:

The terms and conditions provided by AFL shall highlight to a consumer the fees, charges, penalties, relevant profit rates and any other consumer liabilities or obligations in the use of the Sharia'h Based financial products or services. AFL shall ensure that a consumer is notified -

1. At least **thirty (30) days** in advance before implementing any changes to the terms and conditions, fees or charges, discontinuation of services or relocation of premises.
2. Immediately of any changes in profit rates regarding the product or service.

D) Value Added Services:

AFL must take written consent from its customers for any value-added services, such as internet banking, SMS banking etc. and inform the customers of the terms and conditions along with the charges, levied for that.

E) Disclosure of other facts:

AFL shall -

1. Disclose Financial Statement, financial performance indicators etc. to its customers as and when requested;
2. Disclose office hours and holiday notices

Customers' Obligation towards Aviva Finance Ltd. (AFL)

Customers should foster a relationship with AFL fulfilling their obligations. In this regard customers shall:

- a) Follow the AFL's norms, practices, functional rules etc.
- b) Have the full knowledge and understanding of the product/service offered before entering into the contract.
- c) Abide by the terms and conditions prescribed for each product and service.
- d) Duly fill and submit the required application, forms and supporting documents in time.
- e) Not borrow beyond their affordable repayment capacity limit.
- f) Not allow the repayments or installments to go into arrears and the prompt repayments will create healthy relationships with the AFL.
- g) Maintain disciplinary arrangements at the customer service points.
- h) Convey their grievances to the AFL in the proper way or prescribed form.
- i) Convey to the AFL any changes in their address, contact numbers & KYC.
- j) Not try to show unreasonable persistence, demand, argument & behavior.
- k) Ask any query at prescribed desks such as Customers' Service Desk, Help Desk, Front Desk, Information Desk or Enquiry Desk at first instance.
- l) Avoid misunderstanding as far as possible.

