

December 2015  
Dubai, UAE

## **Committed to treating our clients fairly**

We are committed to offering our clients the highest possible standards of service. In so doing we are pleased to support the Authority initiative **'Treating Customers Fairly'**.

We recognize that both we and our clients have everything to gain if we look after your best interests and treat you fairly in all aspects of our dealings with you.

### **Our commitment to you**

We will:

- always act in your best interests using professionalism, due care, skill and attention to your needs
- provide you with clear information regarding the service we offer, including fees and charges
- ask you about your individual needs, preferences, and circumstances before and after you become a client
- aim to consistently manage your investment in line with your agreed investment objectives and your risk profile
- encourage you to ask if there's something you don't understand
- give you access to a formal complaint's procedure should you become unhappy with our service
- review your circumstances annually
- provide you with fair, clear and not misleading reports, and valuations

### **How you can help us**

We will ask you to:

- tell us as much as possible about yourself including your financial situation and investment objectives
- let us know about any changes in circumstance that might affect you or what you require from us
- let us know if there is any aspect of our service that you do not understand or would require further information on
- tell us if you think there are ways, we can improve our service