

## AETERNO FZE

CUSTOMER COMPLAINT POLICY / Version: VER.01 / Date: 15OCT2023

Document Title	AETERNO CUSTOMER COMPLAINT POLICY
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Document Owner	AETERNO FZE Compliance
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### Introduction

Aeterno FZE seeks to maintain and enhance its reputation of providing its customers with high quality services. Aeterno FZE value complaints as they assist to improve its services rendered and enhance its relationship with customers, suppliers, and stakeholders. Aeterno FZE establishes customer's complaint policy & procedures, the mentioned policy covers stakeholders who are impacted by Aeterno FZE's operations. It covers customers, suppliers, intermediaries, and all other relevant entities / individuals participate in the supply chain.

### Scope of the policy

Aeterno FZE customer's complaint policy covers Aeterno FZE customers and/ or suppliers, service provider and any participant in the supply chain, it enables external stakeholders to voice concerns relating to Aeterno FZE supply chain and related risk management processes.

### Definition of a complaint

In this document a complaint means an expression of dissatisfaction that may be raised by the customers, and/ or suppliers, service providers, and any participants in the supply chain.

### Nature of customer's complaint

Complaints in Aeterno FZE may differ in accordance with the nature of the circumstances behind it. Complaints can be related either to:

- Day to day functions,
- Internal Aeterno FZE procedure and/ or policies
- Aeterno FZE staff members

Aeterno FZE encourages its customers and/or suppliers, service providers and all participants involved in the supply chain to officially document and submit their dissatisfaction at any point of time through any of the authorized methods mentioned. Aeterno treats all customer's complaints with confidentiality, fairness, and objectivity.

### Objectives of the policy

Developing a customer's complaint policy includes reassuring to our customers that Aeterno FZE values their feedback and committed to resolving their issues in a fair, timely and efficient manner Aeterno FZE is always committed to:

- Ensure that Aeterno FZE staff members, stakeholders are aware of the prevailing complaint lodgment and handling process.
- Ensure that all raised complaints are handled with a balanced view of all information and / or evidence.
- Ensure that all complaints are handled in an objective manner, maintaining fairness and efficiency.
- Ensure that each raised complaint is fairly investigated and that conclusions are always built on facts and existing circumstances.
- Ensure that each raised complaint is treated with the utmost ethical and behavioral norms accepted in Aeterno FZE.

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- Ensure that each raised complaint is handled in accordance with the prevailing rules and regulations stemmed from the OECD guidelines with regards to the gold industry.
- Ensure that each raised complaint is handled in accordance with the international business best practices, and in alignment with laws of human rights, health, and safety measures.
- Ensure that each raised complaint is handled in accordance with internal Aeterno FZE policies and procedures.
- Ensure that each raised complaint is treated fairly, no discrimination or exceptions.
- Ensure that each raised complaint is handled with highest level of confidentiality. keeping all customer's information safe. Customers' information expands to cover the customer's personal information/ business details/ nature of the complaint and any related information.
- Ensure that each raised complaint is handled in an open and ethical manner always keeping the customer's best interest in mind.
- Ensure to review and assess any internal policy, procedure and/ or situation fairly in light of the raised complaint, evaluate its weaknesses (if any) and take necessary steps to enhance them (policy, procedures and/ or situation) if found required.
- Ensure to provide an open method of communication between its customers and Aeterno FZE management at any point of time.
- Ensure to conduct internal evaluation to any raised complaint in coordination with different business and compliance units to ensure an unbiased, objective decision is in place.
- Ensure to exert its best efforts to investigate, conclude any raised complaint with highest level of independency.
- Ensure that all raised complaints are treated the same, No priorities or exceptions.
- Ensure that each raised complaint is handled, evaluated, and concluded in a free conflict of interest atmosphere.
- Ensure that each raised complaint is properly rectified within the agreeable time frame, and that results are properly communicated to the customer.
- Ensure that each raised complaint is properly logged in a separate LOG handled by the compliance department for monitoring purposes.

#### Customer's complaint record retention

Aeterno FZE ensures the retention of all records and documentation related to customer's complaint for a period of 5 years after the closure of such complaint.

#### How to raise a complaint

If any of the concerned parties are dissatisfied with any of the services rendered by Aeterno at any stage of the supply chain, the customer should in first instance consider speaking directly with staff member/s he has been dealing with. If the customer is uncomfortable with this or consider that the relevant staff member is unable to address his / her concerns he can lodge a complaint with us using any of the following methods:

- Directly call any of Aeterno senior management.
- For queries, and assistance please contact your direct supervisor.
- For further assistance please contact the compliance officer: [compliance@aeternorefinery.com](mailto:compliance@aeternorefinery.com)
- For external please contact your relationship manger/ or send an email to: [info@aeternorefinery.com](mailto:info@aeternorefinery.com)

#### TRACK CHANGES

No changes