

Clients' Complaints Procedure

1- Submission process

Because we are committed to provide you with a better service, you can submit any Complaint regarding Gulf International Investment Company's products or services directly to the Compliance Department at the Company's headquarters by using any of the following communication channels:

- **Written letter**

Send a written and signed Complaint form to the Compliance Department at the Company's headquarters.

- **By E-mail:**

Send your Complaint to the following e-mail address:

compliance@gii.sa

- **Online:**

Visit the Company's website at the following address to submit your Complaint:

(www.gii.sa)

- **By Phone :**

Call the Compliance Department on the following number:

+966 920000371 Ext: 2005

- **By Fax:**

Send a written and signed Complaint form through the following Fax number:

+966 920000372

2- Complaints Review Process

- Your Complaint will be directly forwarded to the Compliance Department at the Company's headquarters.
- Upon receipt of the Complaint we will contact you within 3 working days to acknowledge its proper receipt.
- An investigation of your Complaint will be completed and a reply to your Complaint shall be prepared within a period of 15 working days starting from the date of receiving your Complaint. A one-time extension of 15 additional days is granted in exceptional cases.

(Attached the Complaint Form)

Complaints Form

To: Gulf International Investment Company

Please identify yourself:

Full Name _____

Address _____

Phone number:

Home

Work

Mobile

Email Address

Preferred way of communication _____

Preferred time of communication (within the Company's working hours)

Type of Product/Service:

Investment Funds Financial Advisory Structured Finance Arranging

Others: _____

Complaint Details

Signature: