

# CHARTER OF CONSUMER/CUSTOMER RIGHTS

## Compliance Monitoring Department



## **Introduction:**

At Oman Housing Bank, we affirm our responsibility towards our customers/consumers. All the bank's employees, senior management and the board of directors are keen on protecting their rights, as part of our journey to consolidate our position while continuing to set new standards for the economic sector.

Our customers are the foundation of our success, and we are committed to providing high-quality service that meets their financial needs. To achieve this, we have drawn up a charter which defines their rights and responsibilities as consumers, in addition to our obligations towards them.

## **Definitions:**

**Bank** : Oman Housing Bank.

**Customers** : Bank's current customers.

**Consumer** : Potential and current customers of the bank.

## **First: Bank's Responsibilities and Obligations towards Consumers/Customers:**

### **1.1. Dealing with the Principle of Justice and Fairness:**

- The bank deals with all consumers/customers fairly and equally, and provides services to all segments of society, paying more special attention and care to consumers with limited education, the elderly and people with special needs.

### **1.2. Disclosure and Transparency:**

- The bank provides consumers with accurate and detailed information related to services, products, fees and commissions to enable them to choose the most suitable solutions for their needs.
- The bank assesses the financial conditions of consumers and offers products that suit their needs, within their limits of financial capabilities and without exposing them to financial risks.
- All information is available at all branches of the bank as well as on the bank's website.
- The general terms and conditions and the Key Facts Statement related to banking services and products are provided to consumers before or at the time of service provision, along with an explanation of any ambiguities.

### **1.3. Fair Treatment and Business Conduct:**

- Oman Housing Bank ensures that its relationships with consumers are characterised by transparency, integrity, justice and honesty. Moreover, treating the customer fairly should be a positive commitment on the bank and an integral part of its institutional and risk culture. It is also necessary to include the concept of "treating the consumer fairly" in the Bank's business model and practices, starting from the product research through to the after-sales stage.

### **1.4. Protection of Consumer Data and Confidentiality of Accounts:**

- The bank guarantees the confidentiality of consumers' financial and personal information through the applied control systems, mechanisms and policies.
- This information may not be disclosed to a third party except within the limits permitted by the applicable legislations in this regard:
  - With the consent of the data subject (owner).
  - Or by the authority of law.
- The bank has efficient and effective internal control systems and continually seeks to develop these systems on an ongoing basis to provide maximum protection for consumer banking transactions.
- The consumer's personal information may not be used or shared for marketing purposes, unless the consumer authorises the same.

### **1.5. Dissemination of Financial and Banking Culture and Awareness:**

- Enhancing the financial capacity of consumers helps them protect themselves from financial risks and exercise their rights as financial consumers. To be less vulnerable to mis-selling and financial fraud, the bank carries out the following measures:
  - The bank conducts consumer awareness and financial education activities, and offers products based on the consumer's needs after assessing and understanding their financial condition.
  - The bank takes steps to improve consumer awareness of the risks with its financial products, including potential frauds by establishing necessary policies, procedures, and systems.

### **1.6. Safeguarding Consumers' Assets:**

The bank is committed to safeguarding and protecting all consumer deposits and other assets against internal or external fraud or misuse. The bank shall bear the responsibility towards consumers for losses resulting from fraud or misuse, including customer assets maintained or managed by the bank, except in cases of fraud by consumers or those resulting from gross negligence on their part.

#### **1.7. Professional Conduct:**

- The Bank is committed to professional practices in providing banking services and products, and provides the necessary awareness and training to all its employees. This training aims to raise their efficiency and enhance their personal capabilities, such as their integrity and impartiality, to deliver the best service to consumers.
- The bank ensures that sales staff are trained and authorised to sell products and services to consumer.

#### **1.8. Competitiveness:**

- The bank provides sufficient information about banking and financial products and services to help consumers easily compare them.
- The bank provides the option for consumers to change and ensures an easy switch to other banks without complicated procedures.

### **Second: Responsibilities and Obligations of Consumers:**

- Complete and accurate information must be provided when filling out the official documents and forms of the bank.
- You must use personal details and not use the email addresses of friends or relatives that could reveal your financial information to others.
- You must ensure that you obtain the details of your obligations, understand them, and ensure that you can comply with them.
- You must not sign any documents, blank pages, or contracts with incomplete information.
- You must inform the bank immediately when you discover an unauthorised transaction on your account.
- You must update your personal information, including contact information, regularly and upon request from the Bank, as failure to provide all relevant information can have negative effects.
- Under no circumstances should you provide any details of your banking account or any other sensitive personal or financial information to a third party.
- Buy a product or service that suits your requirements and financial status.
- Do not use the product or service except in accordance with the terms and conditions associated with it, and after ensuring that you fully understand them.
- Be careful when dealing with a power of attorney and know the information you disclose through the power of attorney and the person to whom you are giving authority over your financial matters.
- Be careful when acting as a guarantor for credit services granted to others, with the need to know the conditions of credit and have a comprehensive understanding of the guarantor's responsibilities. Review all your documents before signing them to ensure that no mistakes are made in the account number or amount, as your signature means your approval on the content of the document.
- You can speak to the branch's staff or customer service representatives, to obtain appropriate guidance and alternative solutions to ensure payment arrangements that will enable you to fully fulfill your responsibilities.
- Keep all your documents provided to you by the bank.
- It is necessary to review the statement of account periodically and inform the bank of any discrepancy within the specified period of time according to the schedule mentioned in the statement of account.

### **Third: Dealing with Consumer/Customer Complaints:**

- The Complaints Unit, affiliated with the Bank's Customer Experience Unit, handles consumers' complaints effectively, fairly, and independently.
- The Complaints Unit, in cooperation with the relevant departments, is committed to finding appropriate solutions for customers to enhance confidence and success.
- Consumers' complaints shall be responded to within a period not exceeding 5 working days from the date of its receipt. The Customer Protection Unit responds to the complaints in writing or electronically, including justifications or corrective measures, if any.
- If the consumer does not accept the bank's response, they must notify the bank in writing within 5 working days from the date of receiving the response, including the reasons for non-acceptance. If they do not do so, this shall be interpreted as acceptance of the response.
- In the event that the bank is notified of the non-acceptance of the response, the complaint shall be reconsidered and examined, and a final response shall be given to the consumer within 5 working days, accompanied by appropriate and clear solutions.

### **Fourth: Channels for Submitting Suggestions and Complaints**

- Submit suggestions and complaints via the website by filling out the form for complaints and suggestions.
- Send a message to the relevant email address: care@ohb.co.om
- Contact the Oman Housing Bank Call Center on 24775800
- Submit a written message detailing the complaint to the nearest branch of the bank as per the branch link on the bank's official website shown below: (<https://www.ohb.co.om/Branch.aspx?id=1>).