

Clients' Complaints Procedure

1- Submission process

Because we are committed to serving you better, you can submit any claim or complaint in relation to SaudiMed Investment Company's products and services to the competent department at the Company's headquarters, and this without prejudice to your right to file any complaint in this respect to the Compliance Department.

Your complaint can be communicated to us through any of the following channels:

- **Written letter**

By Writing to the Compliance Department

- **By e-mail:**

At the following e-mail address: Complaints@saudimed.com.sa

- **Online:**

Visit us (www.SaudiMed.com.sa)

- **By phone :**

Call us at +966 920000371 Ext: 3004

- **By Fax:**

Fax +966 920000372

2- Review process

- Your complaint will be directly forwarded to the above mentioned unit at the Company's headquarters.
- Upon receipt of the complaint we will get in touch with you within 3 working days to acknowledge receipt.
- We will be investigating your complaint and will reply within 15 working days, subject to an extension of 15 additional days for one time only and in exceptional cases.

(Attached the complaints form)

Complaints Form

To: SaudiMed Investment Company

Please identify yourself:

Full Name _____

Address _____

Phone number:

Home

Work

Mobile

Email Address

Preferred way to communicate with you _____

Preferred time to communicate with you (within the Company's working hours)

Type of Product/Service:

- Investment Funds Financial Advisory Structured Finance Arranging
 Other

Complaint details

Signature: