

# SERVICE CHARTER

We are driven by a Service Culture and led by a Service Mindset, delivering the right products through the right channels at the right time, to the people who are the heart of everything we do – our customers. At the National Bank of Oman, Service Leadership is the foundation of our approach.

## OUR COMMITMENT TO YOU



We will provide our customers with excellent, reliable and a friendly service with a smile.



We hugely value our customer relationship and will always treat our customers with respect.



We will strive to understand our customers' financial requirements and needs to ensure that we offer solutions that will help achieve our valued customer's financial aspirations.



We will provide our customers with simple and convenient banking.



We will be transparent about our services and charges.



We will treat our customers' requests with importance and ensure a timely response.



We will keep our customers' personal and financial information confidential and safe.



We will be committed to treating you fairly and honestly in all our interactions with our customer.

## HOW TO CONTACT US

**Email:** cx@nbo.om | **Call:** 800 2055

You can also visit our branch or contact your relationship manager if assigned to your account.

**For any written complaints, we request that you include the following information:**

- Name
- Account details & Account number
- Contact details (including your preferred contact phone number)
- Details of your complaint
- Timeline of the problem

\* For your security, please do not share your account details with a third party.

## HOW LONG WILL IT TAKE?

We will try to solve your complaint as quickly as possible. However, certain complaints may take up to 07-10 working days or more depending on the nature and complexity of the complaint.

## RIGHT TO APPROACH CENTRAL BANK

Our goal is to ensure that your query is resolved to your satisfaction. However, in an exceptional situation, if you are unhappy with our proposed resolution, you have the right to approach the Central Bank Consumer Protection Department.

### LEGAL DISCLAIMER

The Customer Charter represents the standards we strive for and represents our commitment to you to endeavor to improve your customer experience. However, the commitment made or offered within this Charter do not constitute contractual legal binding on behalf of the bank. This document should not be considered as a legal document creating rights and obligations.