

UBL UAE Customer Service Charter

This Customer Service Charter outlines our intent and service commitment to our customers.

It is for information only and does not create or intend to create any legal binding or obligation for the Bank or parties involved.

Our Commitment: We will continuously strive to improve our customer service delivery and satisfaction standards, based on the following principles:

Fairness & Transparency

- We will remain ethical, fair and reasonable in our dealing.
- We will remain transparent and responsible in selling our products and services.
- We will clearly communicate (inform, provide or display as applicable), the terms & conditions, features and all associated fees, charges and applicable rates of our products and services, to our customers.

Customer Service

- We will always maintain high levels of professionalism, courtesy and politeness in dealing with All our customers.
- We will endeavor to provide a neat and comfortable office environment for our customers, to conduct their business.
- We will strive to always handle customer instructions and transactions efficiently and accurately.

Communication & Feedback

- We will provide customers, simple and effective channels to communicate with the Bank (Contact centre, E-mail, Post, Branches).
- We will listen to our customers, understand & acknowledge their problems and respond to their concerns in a timely manner.
- We will endeavor to resolve disputes, fairly and quickly.
- We will remain engaged with our customer to obtain their feedback, regarding our service delivery standards and utilize the same to continuously improve our service delivery and customer satisfaction standards.

Accountability & Privacy

- We will ensure that our overall functioning, products and services remain compliant with the local and other applicable regulations and requirements.
- We will remain responsible for our customer's personal and transactional information and treat it as private and confidential. We will ensure that such information remains secure and is never revealed or disclosed, unless authorized by the customer or required by the law.

For Complaints or Feedback

Call us at: 600 533 335 (+971 600 533 335 from outside UAE)

Email us at: ContactUBL@ublint.com

Write to us: UBL Service & Quality, P.O. Box 1367, Dubai – UAE

Visit: Any of our Eight branches in UAE

1. We will provide a Unique reference number for each registered complaint.
2. We will respond to feedback or resolve all General complaints within 5-7 working days. For specific matters, if more time is required, we will provide an approximate response / resolution time frame.
3. We will keep customers updated of the resolution status and provide a resolution confirmation, on the registered contact details.
4. We will try our utmost to address concerns and resolve complaints to fully satisfy our customers. In case if there are disputes we will endeavor to resolve the same fairly and amicably.