

## Customer Commitment

Our vision is to be finest financial services organisation for our stakeholders and the community through excelling in customer service. We have a range of initiatives and policies in place to maintain the high level of commitment we give to all customers of United Finance Company SAOG. At UFC we develop relationships that make a positive difference in our customer's life, We aim to provide outstanding financial solutions and un-matched service that would deliver premium value to all our customers. Our business is built on trust and reliability, we take to serve our customers, wherever and whenever they need us.

### Service

We adhere to a range of codes of conduct to ensure we provide a high level of service to our customers. From the Code of Financial Practice to Insider Trading Guidelines, we understand the importance of professionalism in our daily activities.

### Access

We're leading the way in providing customers with access to financial services. As the finance company of choice for all, we pride ourselves on the range of products and services we offer, and the range in ways we offer them, helping our customers to build and manage wealth.

**Privacy**  
We value your trust, and aim to help you manage and build wealth over a long period. The protection of your personal information is a vital part of this relationship. It is supported by our long experience of keeping personal information confidential.

**Anti-Money Laundering Statement**  
As a provider of financial services in Oman, we are committed to the principles of the Financial Action Task Force as it coordinates global efforts against money laundering and terrorist financing. Our disclosure statement provides information to assist our customers, to understand our policies in this regard.

**Help with Financing**  
From young adults to older people, we're there to help our customers reach their financial goals and help them build wealth over a period of time.

**Customer Relations**  
we recognize that feedback is the key to improving our products and services. Contact Customer Relations to pay a compliment or make a suggestion or complaint anytime between 9am to 6pm (Oman time) Saturday to Wednesday and Thursday 9am to 1pm.

**Fraud and Security**  
United Finance Company serves more than 12000 customers throughout Oman Security is important to us and security measures are applied