



Complaints Management Policy
Of
International Energy Insurance Plc

(Complaints Relating to Capital Market Operations)



1. Preamble

This Complaint Management Policy ("the Policy") has been prepared pursuant to the requirements of the Securities & Exchange Commission's Rules Relating to the Complaints Management Framework of the Nigerian Capital Market ("SEC Rules") issued on 16th February, 2015 and the Nigerian Stock Exchange Directive (NSE/LARD/LRD/CIR/15/04/22) to all Listed Companies ("the NSE Directive") issued on 22nd April, 2015.

Further, this Policy has been prepared in recognition of the importance of effective engagement in promoting shareholder/investor confidence in the company and the capital market.

This Policy sets out the broad framework by which International Energy Insurance Plc ("IEI" or "the Company") will effectively and efficiently resolve complaints of its shareholders/investors. IEI and its Registrars will therefore provide assistance regarding shareholders' issues and concerns. It also provides the opportunity for IEI's shareholders to provide feedback to the Company on matters that affect them.

This Policy relates to the company's shareholders, clients/customers and investors.

2. Objective

This Policy is designed to ensure that complaints and enquiries from the Company's shareholders are managed in a fair, impartial, efficient and timely manner. All complaints are important and must be handled with dispatch and consistent with this Policy.

3. Commitment

IEI is committed to providing high standards of services for shareholders, including:

- Providing a platform for efficient handling of shareholder complaints and enquiries.
- Enabling shareholders to have shareholders' related matters acknowledged and addressed appropriately.
- Providing sufficient resources to ensure that shareholders' complaints and enquiries are dealt with adequately, and in efficient and timely manner, and
- Facilitating efficient and easy access to shareholders' information.

