



Client Experience Policy

In accordance with applicable laws, regulations, and internal policies and procedures, we deliver client-focused services that are clear, prompt, and reliable, with the objective of enhancing overall client satisfaction.

Commitments to Clients:

- ❖ Integrity and Professional Ethics
- ❖ A Trusted Partner and Advisor
- ❖ Open and Transparent Information
- ❖ Confidentiality and Security
- ❖ Continuous Improvement and the Voice of the Client
- ❖ Responsible Governance and Compliance with the Rule of Law
- ❖ Sustainable Development and Responsibility

We regularly measure client experience on an annual basis and pursue continual improvement.