



## **Clients shall have the right to:**

- ❖ Receive accurate and complete information regarding products and services;
- ❖ Be provided with fair, equal, and non-discriminatory services;
- ❖ Have their personal and confidential information protected;
- ❖ Submit suggestions, complaints, and requests, and have them duly reviewed and resolved;
- ❖ Receive compensation and/or refunds (in accordance with the relevant procedures and contractual terms and conditions);
- ❖ Freely choose products and services; and
- ❖ Exercise any other rights provided under applicable laws and the Company's internal policies and procedures.

## **Clients shall be obliged to:**

- ❖ Ensure that any information provided to the Company is accurate and complete;
- ❖ Comply with the terms and conditions of the Company's contracts and transactions;
- ❖ Ensure their own safety and the safety of others;
- ❖ Comply with the Company's internal rules and applicable laws and regulations; and
- ❖ Fulfill any other obligations prescribed by applicable laws in connection with the products and services.