

A photograph of two business people shaking hands in an office. The person on the left is wearing a dark blue suit jacket with four buttons on the sleeve. The person on the right is wearing a dark suit jacket. In the background, another person in a suit is visible, and there are large windows letting in bright light.

network >

NETWORK INTERNATIONAL
CUSTOMER CHARTER



Treating Customers Fairly

For over 30 years, Network International has delivered innovative solutions that drive revenue and profitability for our customers. Putting your interests at the core of all our plans and actions has made us a leading enabler of digital commerce across the Middle East and Africa. Network treats all customers fairly, transparently and ethically, ensuring compliance with applicable laws and fostering trust in the financial system.



Our purpose is to help businesses and economies prosper by simplifying commerce and payments.



Our Promise

We will abide by the following principles as a customer-centric organization:



Accountability, Transparency and Disclosure

We are open and honest, with positive intent. We collaborate with you consistently and efficiently to make a positive impact on your business.

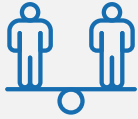
- › We maintain direct communication with you.
 - › We ensure all communications are understandable and not misleading.
 - › We provide clear, accurate, and timely information about products, services, fees, and terms & conditions.
 - › We disclose all relevant material information to help customers make informed decisions.
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Integrity and Confidentiality

We always do the right thing. We practice our values with integrity at all times.

- › We always conduct business in an ethical manner.
- › We meet and exceed our obligations and commitments.
- › We protect the confidentiality of information you share with us.
- › We acknowledge and rectify any issues quickly, and continually enhance processes in line with emerging technology and best practice.



Fairness and Inclusion

We treat everyone with respect. Our culture is shaped by care, respect and inclusivity.

- › We treat all customers equitably, without discrimination based on age, gender, ethnicity, or financial status.
 - › We provide equal access to services for all customers, including People of Determination, vulnerable people and those in remote areas.
 - › We regularly review and eliminate barriers to service accessibility.
 - › We provide information in formats suitable for diverse customer needs.
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Ethical Selling and Product Design

We build around your needs. We design our products and services with your needs in mind, making sure your experience is seamless – whether online or in-person.

- › We offer products and services that are suitable for the customer's needs and financial situation.
- › We innovate and continually invest in new technology, operational efficiency and process automation.
- › We focus on creating value for you and providing differentiation in a highly competitive marketplace.
- › We avoid aggressive sales tactics and ensure customers are not pressured into unsuitable products.



Care and Support

How we serve you matters. We always treat you courteously, respectfully and fairly.

- › We respect your opinions and respond to your suggestions.
 - › We establish efficient and fair mechanisms for handling customer grievances.
 - › We respond to grievances promptly and provide clear resolutions.
 - › We train staff regularly on fair treatment principles and customer service standards.
 - › We use customer feedback to improve products and services.
 - › We put you, our valued customer, at the heart of everything we do.
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Consumer Education and Awareness

We educate; you stay protected. We are committed to educating you on financial fraud and helping you build skills to manage financial risks effectively and make informed decisions.

- › We regularly share security tips, alerts, and educational resources to build vigilance.
 - › We promote financial literacy to empower you to make informed choices.
 - › We promote a culture of integrity, professionalism, and accountability.
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Continuous Improvement

We never stop getting better. We listen, learn, and adapt to serve you more efficiently and more fairly.

- › We regularly share security tips, alerts, and educational resources to build vigilance.
- › We promote financial literacy to empower you to make informed choices.
- › We promote a culture of integrity, professionalism, and accountability.



Our Channels



Group Head Office

Network International LLC
Level 1, Network Building,
Al Barsha 2, Dubai,
United Arab Emirates.

Tel: +971 4 3032431



Africa

Call Centre (24x7):
+2 02 33331404

Email: CSE.Africa@network.global

South Africa
Tel: +27 21 681 2560



Middle East

Call Centre (24x7):
Domestic 8004448
International +971 4 3160182

Website:
<https://www.network.ae/en/contact-us/get-help>

Issuer Solutions
Email: NIBDU@network.global

Merchant Solutions
Email: merchantHD@network.ae

Feedback
writetous@network.global



Jordan

Call Centre (24x7):
+962 6 5008500

Issuer Solutions
Email:
ClientSupport-Jo@network.global

Merchant Solutions
Email:
merchantsupport-jo@network.global

For Customer Support and Feedback,
you may also visit the '**Contact Us**' page
of our website www.network.ae.