



Complaints Management Policy of Rak Unity Petroleum Plc.



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1. Preamble

This Complaint Management Policy (“the Policy”) has been prepared pursuant to the requirements of the Security & 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 Directives (NSE/LARD/LARD/CIR6/15/04/22) to all Listed Companies (“the NSE Directive”) issued on 22nd April, 2015.

The Policy sets out the broad framework by which Rak Unity Petroleum Plc. (“Rak Unity” or “the Company”) and its Registrar will provide assistance regarding shareholders issues and concerns. It also affords the opportunity for Rak Unity’s Shareholders to provide feedback to the Company on matters that affects shareholders.

This Policy only relates to the Company’s Shareholders and does not extend to its customers, suppliers or other stakeholders.

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.

3. Commitment

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

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

4. Procedure for Shareholders Complaints/Enquiries

Shareholders can make complaints/enquiries and access relevant information about their shareholdings in the following manner:

- a. **Contact the Registrar:** Shareholders who wish to make a complaint/enquiry shall in the first instance contact the Registrar (see the contact details set out in section 8 of this Policy). The Registrar manages all the registered information relating to all shareholdings, including name(s), shareholder address and dividend payment instructions amongst others.



Upon receipt of a complaint or enquiry, the Registrar shall immediately provide the relevant details of such complaint or enquiry to Rak Unity for monitoring, record keeping and reporting purpose.

In resolving complaints or enquiries, the Registrar shall be guided by the timelines stipulated in clause 5 (c-f) of this Policy.

- b. **Contact Rak Unity's Company Secretary:** If the Registrar is unable to satisfactorily address shareholders' enquiries and resolve their complaints then shareholders should contact the office of the Company Secretary (see the contact details set out in section 9 of this Policy).

5. Complaints/Enquiries received directly by Rak Unity

Where a complaint or an enquiry is sent to Rak Unity directly, the Company upon receipt of the complaint or enquiry, shall use its endeavours to ensure that:

- a. Relevant details of the complaint or enquiry are immediately recorded.
- b. A response is provided by the Company Secretary or the Registrar within the time frame in sub-clauses c-f below.
- c. Complaints or enquiries received by e-mail are acknowledged within two (2) working days of receipt.
- d. Complaints or enquiries received by post are responded to within five (5) working days of receipt.
- e. Complaints or enquiries are resolved within ten (10) working days of receipt.
- f. Where a complaint/enquiry cannot be resolved within the stipulated time frame set out above, the shareholder shall be notified that the matter is being investigated. Delays may be experienced in some situations, including where documents need to be retrieved from storage.

6. Electronic Complaints Register and Quarterly Reporting Obligations

Rak Unity shall maintain an electronic complaints register. The electronic complaint register shall contain the following details;

- I. Name and particulars of Complainant
- II. Date of complaint
- III. Nature of complaint
- IV. Action taken/ Status
- V. Date of resolution of the complaint.

Rak unity shall also provide information on the details and status of complaints to the Securities and Exchange Commission and the Nigerian Stock Exchange on a quarterly basis.



7. Liaison with the Registrar

During the course of investigating a shareholder's enquiry, complaint or feedback, Rak Unity may liaise with the Registrar. Rak Unity's engagement with the Registrar will include;

- Determining the facts,
- Determining what action has been undertaken by the Registrar (if any); and
- Coordinating a response with the assistance of the Registrar.

8. Contact Details of the Registrar

The Registrar may be contacted as follows:

**The Registrar,
First Registrars Nigeria Limited,
Plot 2 Abebe Village, Iganmu,
Lagos, Nigeria
P.M.B. 12692, Marina, Lagos
Tel: +234-1-2701078,
2701079**

9. Contact Details of Rak Unity's Company Secretary

Shareholders seeking to escalate unresolved complaints are invited to contact the Company Secretary as follows:

**Company Secretary
Alsec Nominees Limited
(Company Secretaries)
St. Nicholas House (10th & 13th Floors),
Catholic Mission Street, Lagos Nigeria.
Tel: + 234 1 4622307-10
+ 234 1 7467733
Fax: + 2341 4622311**

10. Shareholder Access to this Policy

Shareholders will have access to this policy through the following media:

- The Policy shall be available on Rak Unity's website (www.rakunity.com)
- A copy of the Policy may be requested by contacting the office of the Company Secretary.
- The Policy shall be made available for perusal at general meetings of the Company.



11. Amendment / Review of this Policy

Rak Unity may from time to time review this Policy and the procedures concerning shareholders enquiries, complaints and feedback.

Any changes or subsequent versions of this Policy will be published on Rak Unity's website (www.rakunity.com).

Approved by the Board of Rak Unity Petroleum Plc.

This day of 2015

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Director

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Company Secretary