

Jordan Ahli Bank

Shareholders Dept. – BOD secretariat

Suggestions and Complaints Mechanism (*)

Dear loyal Investors,

We value your opinions and care about your complaints ,that's why we keep our communication channels open always and in transparent way.

we have set the following mechanism to receive your proposals and your complaints as follows:

Communication Channels: if you have any suggestion or complaint, please contact us in any way as follows:

- 1- Either by the direct attendance to Shareholders Department at the Head quarters.
- 2- Or by telephone number {06 - 5638800} - {3325}
or use the free number of our call center { 06 - 5007777}.
- 3- Or by fax on the number { 06 - 5689163} mainly for Shareholders Department.
- 4- Or by Email to {shareholders@ahlibank.com.jo} for suggestions and complaints of the investors.

Shareholders (Investors) rights:

- 1- Every shareholder has the right to suggest any subject to be added to the general assembly ordinary meeting agenda, this suggestion must be submitted by the end of January at every year, to be raised to the BOD of the bank to analyze and make the necessary decision.
- 1- Main shareholders (who owns 5% of the bank's capital) have the right to include any subject in the General Assembly meeting agenda before sending it to other shareholders, and that must be received by the end of January from each year.

Confidentiality and transparency:

All received suggestions and complaints are dealt in complete confidentiality and transparency by BOD.

Note: The bank has the right not to reply to any suggestion and/or complaint received from any shareholder in case lacking of methods of communication.

* According to article(5\5) of the listed company's governance rules and regulations for 2017.