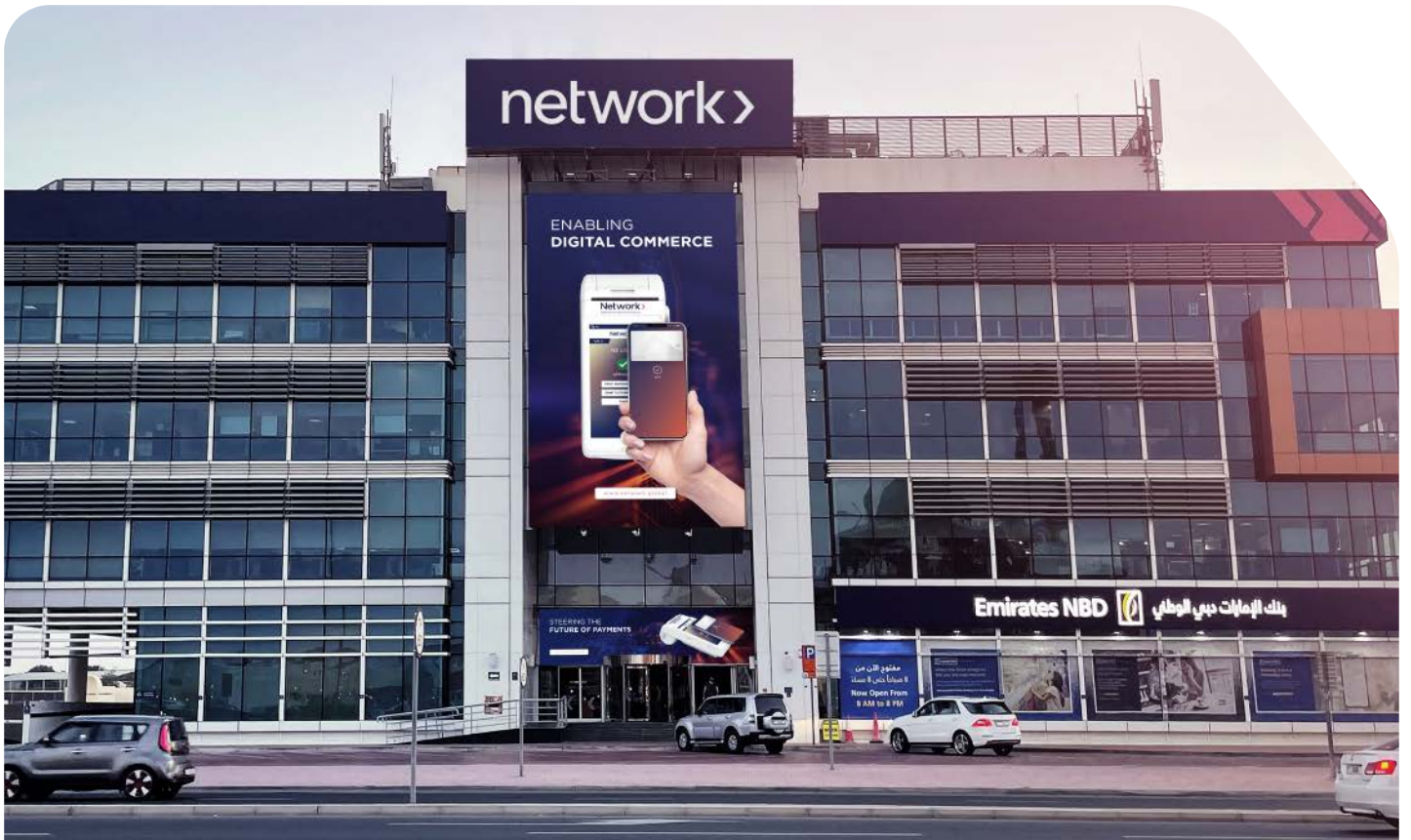


A photograph of two business people shaking hands in an office. The person on the left is wearing a dark blue suit jacket with four buttons on the sleeve. The person on the right is wearing a dark suit jacket. In the background, another person in a suit is visible, and there are large windows letting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

network >

NETWORK INTERNATIONAL
CUSTOMER CHARTER



NETWORK INTERNATIONAL CUSTOMER CHARTER

For over 20 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 the leading enabler of digital commerce across the Middle East and Africa.



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



Our Promise

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



Accountability

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 work alongside you in seeking the right decisions and actions.
-



Integrity

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

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



Timeliness

We value your time. We focus on delivering on your requirements quickly and cost-effectively.

- › We promptly acknowledge and act on all your queries and requests in accordance with our Service Level Commitments.
 - › As and when issues or opportunities arise, we provide an estimated delivery timeframe and regularly update you on progress.
 - › We provide 24x7 support, resolving queries rapidly and escalating when necessary.
-



Innovation

We innovate. We are constantly exploring relevant technologies and working practices to enable secure and faster payment solutions.

- › We continually invest in new technology, operational efficiency, and process automation.
- › We look to diversity and inclusion as drivers of innovation.
- › We focus our solutions development on creating value for you and providing differentiation in a highly competitive marketplace.



Care

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

- › We respect your opinions and respond to your suggestions.
 - › We work hard to ensure all your interactions with us result in positive experiences.
 - › We are mindful of the human side of doing business.
 - › We put you, our valued customer, at the heart of everything we do.
-



ESG

Our Customer Charter is aligned with our refreshed Environment, Social and Governance (ESG) framework. As a payments company operating in the Middle East and Africa, we are committed to serving our customers in these fast-growing markets and to deliver positive experiences and outcomes. The Customer Charter is an important component of our ESG framework and we will deliver against our core objective of placing customers first and treating them fairly.

Key pillars of our ESG Strategy:

- › Focus ESG activities on financial inclusion in harmony with our corporate strategy
- › Implement impactful corporate philanthropy initiatives geared towards to advancing financial inclusion
- › Manage CO2 emissions and disclosure of such in a way that is proportionate to our environmental impact



Our Channels

If you have concerns, complaints or suggestions, you can get in touch with us through the following:



Group Head Office

Network International LLC
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Dubai, United Arab Emirates.

Tel: +971 4 3160182



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

Issuer Solutions

Email: NIBDU@network.global

Merchant Solutions

Email: merchantHD@network.ae



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.global