



MAY & BAKER NIGERIA PLC Complaints Management Policy

1. Preamble

This Complaint Management Policy (“the Policy”) has been prepared pursuant to the requirements of the Securities & 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 Directive (NSE/LARD/LRD/CIR6/15/04/22) to all Listed Companies (“the NSE Directive”) issued on 22nd April, 2015. Further, this policy has been prepared in recognition of the importance of effective engagement in promoting shareholder/investor confidence in the company.

2. Objective

This Policy only relates to the Company’s shareholders and does not extend to its customers, suppliers, distributors or other stakeholders. This Policy is designed to ensure that complaints and enquiries from the Company’s shareholders are managed in a fair and timely manner.

3. Scope

This Policy sets out the broad framework by which May & Baker Plc (“MBN” or “the Company”) and its registrar will provide assistance regarding shareholder issues and concerns. It also provides the opportunity for MBN’s shareholders to provide feedback to the Company on matters that affect shareholders. Complaints that are sub-judice or do not fall within the purview of SEC or NSE are outside the scope of this Policy.

4. Procedure for Shareholder Complaints/Enquiries

Shareholders who wish to make a complaint or an enquiry should in the first instance contact the registrar, who manages all the registered information relating to all shareholdings, including shareholders’ contact details and dividend payment instructions. Upon receipt of a complaint or an enquiry, the Registrar shall immediately provide the relevant details of such complaint or enquiry to MBN for monitoring, record keeping and reporting purposes.

In resolving complaints or enquiries, the registrar shall be guided by the timelines stipulated in this Policy. If the registrar is unable to satisfactorily address shareholders’ enquiries and resolve their complaints then shareholders should contact the Office of the Company Secretary.

In order to effectively assist with the resolution of complaints, all material facts and supporting documents should be included. In addition, the complaint must be signed and dated and include the name, phone number, physical and email address of the complainant.

