



## **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.



**5. Complaints/Enquiries Received Directly by MBN**

Where a complaint or an enquiry is sent to MBN directly, the company shall use its best endeavours to ensure that:

- Relevant details of the complaint or enquiry are immediately recorded.
- A response is provided by the company or the registrar within the time frame set out in this policy.
- Complaints or enquiries received by e-mail are acknowledged within two (2) working days of receipt.
- Complaints or enquiries received by post are responded to within five (5) working days of receipt.
- Complaints or enquiries are resolved within ten (10) working days of receipt.

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 or third parties.

**6. Electronic Complaints Register and Quarterly Reporting Obligations**

MBN shall maintain an electronic complaints register which shall include the:

- Date that the enquiry or complaint was received.
- Complainant's information (including name, physical address, telephone number, e-mail address).
- Nature and details of the enquiry or complaint.
- Action taken/status.
- Date of the resolution of the complaint.

MBN 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, MBN may liaise with the Registrar. MBN's engagement with the registrar will include but not be limited to:

- 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 maybe contacted as follows:



Veritas Registrars Limited,  
Plot 89A, Ajose Adeogun Street,  
Victoria Island,  
Lagos. Nigeria.  
01-2708930-4, 2793873, 2716116  
[www.veritasregistrars.com](http://www.veritasregistrars.com)

**9. Shareholder Access to this Policy**

Shareholders will have access to this policy:

- At MBN's website ([www.may-baker.com](http://www.may-baker.com)).
- From the Office of the Company Secretary  
Marina Nominees Limited  
01-7740219  
233 Ikorodu Road,  
Ilupeju,  
Lagos, Nigeria  
[marinanommails@yahoo.com](mailto:marinanommails@yahoo.com); [marinanominees@gmail.com](mailto:marinanominees@gmail.com)
- For perusal at general meetings of the Company.
- From the office of the Company Registrar (see 8 above).

**10. Fees and Charges**

Wherever possible, and subject to statutory requirements, MBN will not charge shareholders for making enquiries or providing a response in the course of resolving a shareholder issue. Shareholders should note that in some circumstances the registrar may charge shareholders a fee (for example, to resend previous dividend statements further to a request by the shareholder).

**11. Amendment/Review of this Policy**

MBN shall review this policy periodically; any changes to this policy will be published on MBN's website ([www.may-baker.com](http://www.may-baker.com)).

**12. Implementation and Monitoring**

The Executive Management of May & Baker Nigeria Plc is responsible for the implementation and monitoring of compliance of this Policy. This policy has been endorsed on behalf of the Executive Management of May & Baker Nigeria Plc by the Managing Director and issued by the Company Secretary.

SIGNED

Managing Director

SIGNED

MARINA NOMINEES LIMITED  
  
SECRETARIES  
Company Secretary