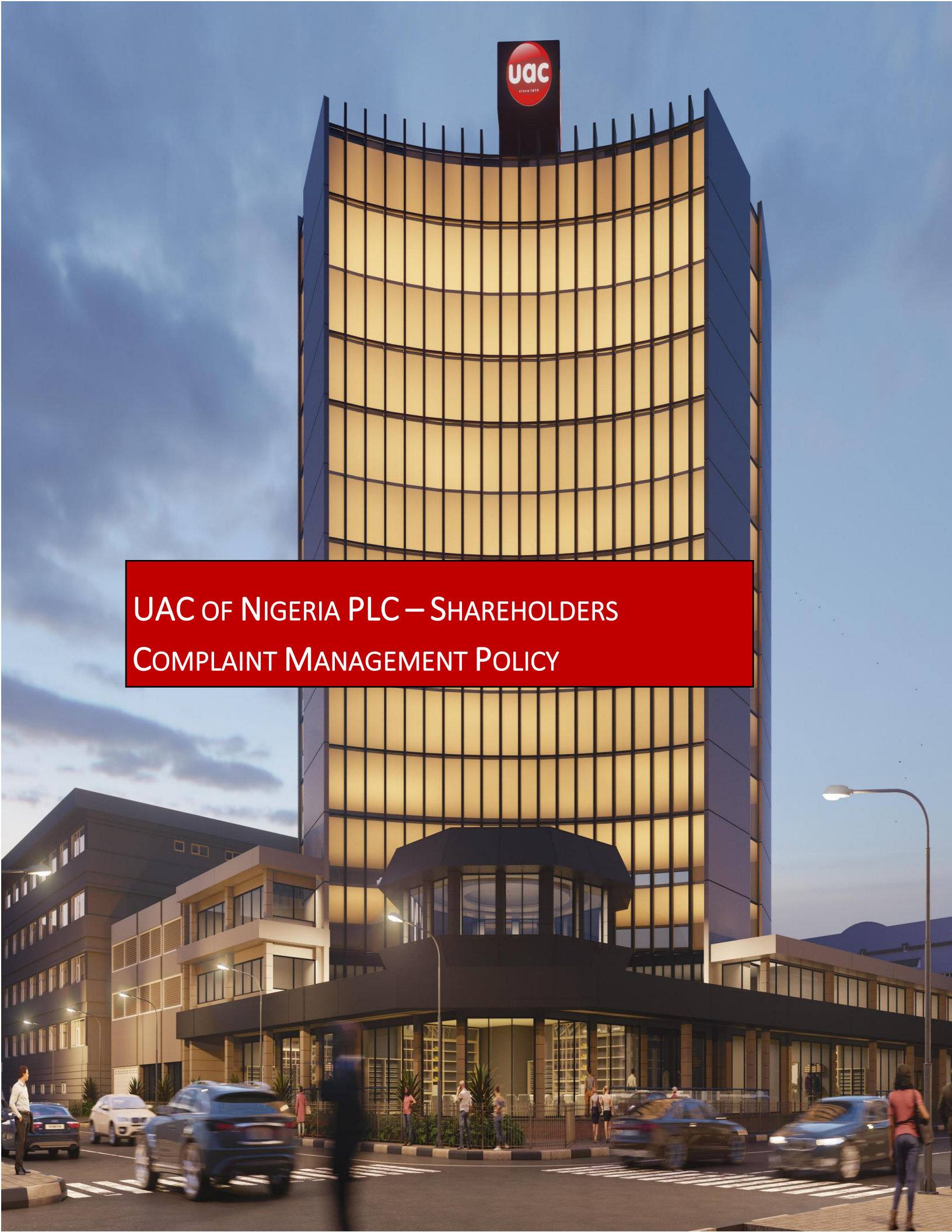




**UAC OF NIGERIA PLC – SHAREHOLDERS
COMPLAINT MANAGEMENT POLICY**





UAC of Nigeria PLC – Shareholders Complaint Management Policy

Document Type	Document Owner	Security Class
Policy	Head, Investor Relations	Unclassified

Suggestions for improvements to this document should be addressed to the Document Owner indicated above.

The document shall be assessed for relevance by the Document Owner and shall be reviewed periodically based on changes in the applicable law(s) and regulations.

Approved By	Date	
Board Risk Management Committee	July 26 2021	
Board of Directors	July 28 2021	

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1. SCOPE AND OBJECTIVE OF POLICY

This document contains the policy of UAC of Nigeria PLC ("UAC" or the "Company") on complaints management framework to address complaints of Shareholders and Investors arising out of issues covered under the Investments & Securities Act, 2007 (ISA), and the Rules & Regulations of the Securities and Exchange Commission ("SEC")

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 and the implementation of the Nigerian Stock Exchange directive (NSE/LARD/LRD/CIR6/15/04/22) to all Listed Companies ("the NSE Directive") issued on the 22nd April, 2015.

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

The following complaints shall not be handled under the policy:

- a) Complaints against private, wound up and liquidated Companies
- b) Complaints on matters that are sub-judice or in arbitration
- c) Complaints falling outside the purview of the Securities & Exchange Commission

2. UAC'S COMMITMENT

UAC is committed to providing high standards of services to its shareholders, as regards complaints management and resolution by:

- Ensuring that all shareholders complaints or suggestions are documented
- Providing a platform for efficient handling of shareholder complaints
- Ensuring that shareholders' complaints and issues are dealt with promptly in an efficient and timely manner; and
- Enabling efficient and easy access to shareholder information

3. MEDIUM FOR LODGING COMPLIANTS

There are various ways shareholders can access relevant information about their shareholding and make related enquiries and complaints:

Shareholders who wish to make a complaint can contact the Company via its Investors Relations Unit or the Company's Registrars' using the contact information below:

- a) **The Company's Investors Relations Unit**

Investors Relations
UAC of Nigeria PLC
12th Floor, 1-5 Odunlami Street, Marina
Lagos. Nigeria
Telephone: +234 906 269 2908
E-mail: investorrelations@uacnplc.com
Website: www.uacnplc.com

b) The Company's Registrar

The Registrar may be contacted as follows:
Africa Prudential PLC
220B Ikorodu Road, Palmgrove,
Lagos. Telephone: +234 (0)700 23747783
E-mail: cxc@africaprudential.com
Website: www.africaprudential.com

4. PROCEDURE FOR HANDLING SHAREHOLDER COMPLAINTS

- Receive complaint from Shareholder
- Upon receipt of a complaint, the Investors Relations Unit shall ensure that:
 - i. Relevant details of the complaint are immediately recorded
 - ii. A response is provided by Head, Investors Relations to the Shareholder within the time frame set out in this policy, and the Registrars may be informed of the complaint as appropriate
- All received complaints either by e-mail or post shall be acknowledged within two (2) working days of receipt.
- Complaints shall be resolved within ten (10) working days of receipt, and the relevant authority notified within two (2) working days
- Where a complaint cannot be resolved within the stipulated time frame set out above, the shareholder shall be notified that the matter is being investigated. The Company shall ensure periodic updates (quarterly) are sent to the relevant shareholder(s) for resolution or closure of the complaint. The Head, Investors Relations shall be responsible for giving the updates
- The same or similar medium that was used for the initial complaint shall be used in providing a response (whether by email, or post, unless otherwise notified to or agreed with the shareholder)

5. COMPLAINTS REGISTER AND QUARTERLY REPORTING OBLIGATIONS

UAC shall maintain a Shareholders' Complaints Register to track all complaints in accordance with the Rules relating to complaints management. The Complaints Register shall be updated by the Head, Investors Relations on a monthly basis. The Register shall contain the following information:

- The date that the complaint was received.
- Complainant's information (including name, address, Telephone number, e-mail address).
- Nature and details of the complaint.
- Action Taken/ Status.

- Date of the Resolution of the complaint

UAC shall through the office of the Investors Relations provide information on the details and status of complaints to the Securities and Exchange Commission and The Nigerian Stock Exchange on a quarterly basis.

UAC shall provide information on number and nature of complaints received, differentiated according to their various criteria regarding complaints and complaints-handling for review by Executive Management Committee of the Board at its quarterly meetings.

6. LIAISON WITH THE REGISTRAR

During the course of investigating a shareholder's complaint or feedback, the Company may liaise with the Registrar. If necessary the Company's engagement with the Registrar will include:

- Ascertain the facts of the complaint
- Review the action(s) taken on the complaint by the Registrar (if any); and
- Coordinate the company's response or actions in addressing the complaint in conjunction with or with the assistance of the Registrar
- Obtain a quarterly report on shareholders' complaints for review and submission to SEC and NSE

7. SHAREHOLDER ACCESS TO THIS POLICY

- The Policy shall be available and accessible by shareholders on UAC's website (www.uacnplc.com). Copies may also be requested by contacting the Office of the Investors Relations.
- The policy shall be made available at the General Meetings of the Company

8. FEES AND CHARGES

As much possible, and subject to statutory requirements, UAC will not charge shareholders for making, giving feedback, or providing a response or for any aspect in the course of resolving a shareholder matter

9. REVIEW

The Company will from time to time review this policy and the procedure concerning shareholders' enquiries and complaint. Any changes or subsequent versions of this policy shall be published in the Company's website at www.uacnplc.com