

Privacy Policy (Per CBS Regulations for Money Transfer Business on Customer Registration Regulations)

- We do not sell customer information.
- We do not allow anyone who do business with us to use our customer information for their own marketing purposes.
- We contractually require any person or organization providing products or services to us to protect our customers information.
- We do not share customer information with anyone unless its permitted or required by the law.
- We afford our prospective customers and former customers the same protection as existing customer with respect to the use of personally identifiable information without any exception.

Protection of Customer Information (CBS Art. 7-9)

We maintain physical, electronic, and procedural safeguards to protect nonpublic information and to comply with federal and state laws. In addition, we regularly review our policies and practices, monitor our computer networks, and test the strength of our security regarding customer private information.

Information We Collect:

Identifiable information such as name, driver license number, passport number, or any other government issued identification card number and date of birth.

Contact information such as name, address, telephone number, place of employment or source of income.

We do not share or disclose your information to unaffiliated third parties except as permitted the law.

Refund Policy:

The Tawakal Money Transfer (TMT) may cancel a transaction for two reasons;

- Upon customer's request
- By decision of the Compliance Department.

All cancellations must be recorded in CANCELTION FORM in TMT System by the authorized form (Agent, Compliance Person, or Manager) and must be submitted to the Accounting Department.

TMT may not produce a payment instrument to refund remitter; all payments must be in cash. This policy is to prevent any assistance to persons who may be involved in criminal activities the means to convert cash to a financial instrument.

Central Bank of Somali regulations that sets rules, regulations & and procedures for Money Transfer Business in Somalia and establishes consumer protections using cross border remittances. Article 7 & 8 of CBS's Consumer protection indicates that MSB shall disclose to consumers all fees and charges in a simple format that everyone can understand.

A consumer claiming that funds that has been initiated to refund request on a remittance sent, TMT shall respond within 7 working days to investigate the compliant and refund the fund in question when it's found a reasonable request.

Since we at Tawakal Money Transfer do not offer Banking services, but rather offer money transfer services, we adhere to the 7 working days for resolution of refund request.

CANCELLATION FORM

- Reference Number
- Sender's full name
- Customer's ID information
- Transaction date
- Cancellation date
- Transaction amount
- Reason for cancellation
- Notes

CANCELLATION ON CUSTOMER'S REQUEST

- Fill out Cancellation Form in full
- Receive approval and confirmation code
- Cancel payment order in the system
- Sender must sign Cancellation Form
- Refund client

CANCELLATION – COMPLIANCE DEPARTMENT

- Compliance Department “red flags” a transaction
- Compliance Department exercises due diligence
- Compliance Department determines not to effect payment
- Client is informed of cancellation
- Client visits branch location
- Cashier consults system and confirms cancellation by Compliance Department
- Cashier fills out Cancellation Form including authorization code
- Sender’s signs Cancellation Form
- Refund client

Consumer Notification Policy:

TMT consumers shall be notified all their transactions send/receive by issuing a physical receipt and/or electronic method such as SMS or email within 24 hours of the transactions weather its complete or not.

TMT consumers shall be provided multiple channels to submit their complains via the following means:

- Walk-Into all TMT Agents and fill-out complain form or suggestions if needed.
- TMT website via LIVE chat-line, where consumers shall have abilities to fill-out complain form through the site.
- TMT local and national phone number either land-land, mobile, WhatsApp, Viber, Skype, etc.

Once TMT receives any form of complain, TMT 24/7 support team shall log the complain into the Tawakal Ticketing systems where It will issue a ticket number and recorded it as – open, pending & complete. Once

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the Issue is resolved, customer is informed via electronic mode such as (Email or SmS).