



# MANILOM GLOBAL SOLUTIONS CO. LTD

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## Client Charter Policy Statement

**Introduction:** At MANILOM GLOBAL SOLUTIONS Co. LTD, we are committed to providing exceptional services to our clients, ensuring transparency, efficiency, and the highest standards of professionalism. This Client Charter outlines our commitment to delivering a positive client experience and establishes the standards by which we conduct our business relationships.

### Policy Statement:

- 1. Client-Centric Approach:** MANILOM GLOBAL SOLUTIONS Co. LTD is dedicated to a client-centric approach in all our interactions. We will prioritize our clients' needs, expectations, and satisfaction in the delivery of our products and services.
- 2. Professionalism and Integrity:** We commit to maintaining the highest standards of professionalism and integrity in our dealings with clients. Our employees will conduct themselves with honesty, respect, and courtesy, ensuring that client relationships are built on trust and transparency.
- 3. Quality of Service:** We will consistently deliver high-quality products and services that meet or exceed our clients' expectations. Our commitment to quality is reflected in our processes, systems, and the continuous improvement of our service offerings.
- 4. Timely and Transparent Communication:** MANILOM GLOBAL SOLUTIONS Co. LTD recognizes the importance of timely and transparent communication. We will keep our clients informed about the progress of their projects, any relevant changes, and respond promptly to inquiries or concerns.
- 5. Fair and Transparent Pricing:** We are committed to fair and transparent pricing for our products and services. Our pricing structures will be clearly communicated, and any additional charges will be justified and discussed with clients in advance.
- 6. Complaints Handling:** In the event of a complaint, we will establish efficient and fair procedures for resolution. Client feedback will be actively sought, and we will use complaints as opportunities for improvement to enhance the overall client experience.
- 7. Data Confidentiality and Security:** MANILOM GLOBAL SOLUTIONS Co. LTD will prioritize the confidentiality and security of client data. We will implement robust data protection measures to safeguard sensitive information and comply with relevant data protection laws and regulations.
- 8. Accessibility and Inclusivity:** We are committed to providing accessible and inclusive services to all clients. Our facilities, communication channels, and services will be designed to accommodate diverse needs and ensure equal access for all clients.
- 9. Continuous Improvement:** We will continually review and improve our client service processes based on client feedback, industry best practices, and emerging trends. Regular

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evaluations will be conducted to identify areas for enhancement and ensure ongoing client satisfaction.

10. **Community Engagement:** MANILOM GLOBAL SOLUTIONS Co. LTD recognizes the importance of engaging with the community. We will actively seek opportunities to contribute to the well-being of the communities we serve and align our business practices with social responsibility.

This Client Charter reflects MANILOM GLOBAL SOLUTIONS Co. LTD's commitment to excellence in client service. We invite our clients to hold us accountable to these standards as we strive to exceed expectations and build lasting relationships.



**Ilukor Geresom,**  
**MANAGING DIRECTOR/CEO MANILOM GLOBAL SOLUTIONS CO. LTD**

**10<sup>th</sup> January 2024**

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URSB: Company Registration number: 80034902628327  
URA TIN number: 1040923421



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