

Trans-Nationwide Express Plc. RC 61750

28, Oshodi /Apapa Expressway, Oshodi, Lagos. P.M.B. 21672, Ikeja. Tel: (01) 8042411, 7360481, 7911695, 0812 368 2573, 0814 304 9473, 0704 618 2356. E-mail: tranex@tranex-ng.com

COMPLAINTS MANAGEMENT POLICY

Introduction

This policy implements the Securities and Exchange Commission (SEC) Rules Relating to the Complaints Management Framework of the Nigerian Capital Market which requires every listed company to establish a clearly defined Complaints Management Policy to handle and resolve complaints within the purview of the Framework.

Commitment

The Management of the Company is committed to ensuring that complaints are dealt with in a responsive, efficient, effective, fair and economical way. A senior officer is responsible for the operation of the system and the achievement of outcomes. The Company acknowledges the right of the public and its staff to complain when dissatisfied with a service, and encourages feedback from customers, clients, staff and the public generally; wants staff to be 'complaints friendly' and not defensive or negative about feedback and recognises that properly handled and analysed, complaints and feedback help the Company to improve its business processes, and therefore, time spent on handling complaints is an investment in better service to the public. The Policy affirms and supports the right of claimants and providers to provide feedback and to have complaints heard and actioned. It recognises that feedback, both positive and negative, is essential in order to provide quality services that meet claimant's needs. The Company is committed to dealing with complaints confidentially and with due respect and consumers and other complainants will not suffer any reprisal nor be victimised.

Application/Scope of policy

The policy shall apply to all shareholders, staff including temporary staff, stakeholders, contractors and consultants- any other person who provides a service on a paid or voluntary basis to Trans-Nationwide Express PLC. This policy does not replace or override departmental policies and procedures regarding staff performance matters, official misconduct or disciplinary and grievance processes.

Complaints received on issues relating to Public Offers/Rights Issue, Capital Reconstruction/Capital Re-organization, Bond Issuance/Debentures and Collective Investment Schemes/Mutual Funds/Memorandum Listing.

Also on non-receipt of; Offer documents, circulars, certificates, delayed Interest (bonds) delisting pay-off, Corporate Actions; Non-receipt of dividends, bonuses, Interest. Corporate Governance issues relating to Non-receipt of Annual Reports, Related Part transactions and Transmission of shares etc.



DIRECTORS: Dr. Oladiran Fawibe (Chairman), Air Cdr. Dan Suleiman (Rtd.), Mr. Kayode Ajakaiye, Dr. Obinani Okoli, Mrs. Nneka Ikejani, Alhaji Umar Bologu Jimada, Ms. Oluwatosin Adebayo, Mrs. Chidinma Iheme (Managing)



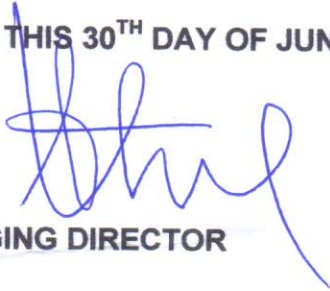
Assessment and Action

Where appropriate, complaints and/or complainants are to be referred to regulatory authorities upon receipt; complaints would be dealt with fairly and objectively; natural justice would be observed wherever practicable; complaints be resolved with as little formality and disputation as possible; mediation, negotiation and informal resolution are optional alternatives to investigation; privacy and confidentiality are to be observed as far as possible; and anonymous complaints will be treated on their merits like any other.

Feedback

Complainants will be advised of outcomes as soon as possible after a decision is made; complainants will be given reasons for negative decisions; complainants will be advised of any available internal review options and/or any statutory external appeal options (e.g. to courts and tribunals); complainants will be advised of other review options upon inquiry and any internal problem revealed by a complaint will be communicated to the area responsible for possible systemic improvement and a senior officer will have responsibility for following this up.

DATED THIS 30TH DAY OF JUNE, 2015.



MANAGING DIRECTOR



CAUTIOUS SERVICES LIMITED
SECRETARY