

## **CUSTOMER BEHAVIOUR NOTICE**

“AT FINALEAP FINSERV, WE PROMOTE A CULTURE OF PROFESSIONAL AND RESPECTFUL CONDUCT. ACCORDINGLY, IN THE EVENT OF UNPROFESSIONAL, UNREASONABLE, ABUSIVE, AGGRESSIVE OR RUDE CONDUCT BY CUSTOMER/S DURING THE COURSE OF INTERACTION . IN THE BRANCH PREMISES AND/OR VIA ANY COMMUNICATION SUCH AS LETTER, E-MAIL, PHONE CALL, PHONE MESSAGE, SOCIAL MEDIA POSTS, FACILITY FOR CUSTOMER ON WEBSITE/APP. FINALEAP FINSERV RESERVES THE RIGHT TO WITHHOLD AND/OR CEASE SERVICES TO SUCH CUSTOMER/S.”