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FBNQuest Merchant Bank

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An FBN Holdings Company

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Document Control Sheet

Version and Update History

Date	Version	Document Revision History	Author/Reviser
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Distribution List

Name	Version	Date
Executive Management	1.0	
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Change Control

The contents of this document are subject to change control.

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1 Introduction

This Policy emphasizes FBNQuest Merchant Bank's ("FBNQuest" or "the Bank") commitment to satisfy service requirements such as (service availability, service level, change management, business relationship, and service responsiveness e.g. (complaints, incidents, requests), information security, Service continuity, and continuous improvement of the Bank's Service Management System (SMS) and Services.

1.1 Scope

This policy covers all aspects of IT service management, encompassing hardware, software, networks, security, and support services, across all departments and functions within FBNQuest Merchant Bank.

2 Service Management System Policy Statement

FBNQuest strongly emphasizes customer satisfaction, with a proactive approach to feedback solicitation and utilization for service enhancement. A commitment to the rapid acknowledgment and resolution of customer inquiries and support requests is upheld through our Service Management System. Stringent data and information security protocols are rigorously enforced, in compliance with pertinent data protection legislation and ISO27001 requirements. We maintain an unwavering dedication to continuous improvement, achieved through systematic feedback analysis and performance monitoring to enhance the efficiency and effectiveness of our services.

2.1 Service Management System Policy

- **Customer Satisfaction:** At FBNQuest, we place great emphasis on the satisfaction of our clients. We proactively listen to their feedback and leverage it to improve their overall experience with us. We make it a priority to comprehend and anticipate their requirements. We are dedicated to providing prompt and efficient resolutions to any obstacles they may face while utilizing our services.

- **Active Responsiveness:** Our team is committed to responding promptly to customer inquiries, support requests, and any issues that may arise through our Service Management System. Our primary objective is to reduce response times by acknowledging support tickets immediately while prioritizing their resolution to provide a smooth and efficient customer experience.

- **Data and Information Security:** At the core of our values is safeguarding our client's sensitive financial information and personal data. We are steadfast in our commitment to enforcing rigorous security protocols that ensure the security of all transactions and user data within FBNQuest. In addition, we recognize that compliance with pertinent data protection legislation is a prerequisite to cultivating and maintaining the trust of our clients. Hence, FBNQuest is certified to ISO27001.

- **Continuous Improvement:** Our commitment to improving our Service Management System and the overall quality of our services is unwavering. Through consistent evaluations, analysis of feedback, and monitoring of our performance, we can pinpoint areas that could benefit from improvement and take the necessary steps to enhance the efficiency and effectiveness of our services.

3 Information Technology Service Management Policy

3.1.1 Service Catalogue Management

- Maintain a comprehensive service catalogue outlining all technology services offered.
- Regularly review and update the service catalogue to reflect current offerings.

3.1.2 Service Level Management

- Establish SLA(s), defining performance metrics and expectations.
- Monitor and report on SLA compliance regularly.
- Continuously improve service levels based on feedback and performance metrics.

3.1.3 Budgeting & Accounting for Service

- Develop and manage budgets for technology services, ensuring financial sustainability.
- Promote transparency and accountability in technology spending.

3.1.4 Demand & Capacity Management

- Continuously monitor and manage capacity to meet current and future business needs.
- Plan for scalable solutions to accommodate growth.

3.1.5 Change Management

- Establish a formalized change management process for technology services.
- Ensure thorough testing, documentation, and communication before implementing changes.

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3.1.6 Release and Deployment Management

- Plan and coordinate the release and deployment of new technology services. Minimize disruptions and ensure a smooth transition.

3.1.7 Request Management

- Define and implement a process for handling service requests promptly.
- Ensure transparency and communication throughout the request fulfilment process.

3.1.8 Incident Management

- Establish a clear process for reporting and resolving technology incidents.
- Implement a robust incident tracking system.
- Regularly analyze incidents to identify trends and areas for improvement.

3.1.9 Problem Management

- Identify and address the root causes of recurring technology problems.
- Implement preventive measures to reduce the likelihood of recurring issues.

3.1.10 Information Security Management

- Implement and maintain robust security measures for all technology services.
- Conduct regular security audits and assessments to identify vulnerabilities and ensure compliance.

3.1.11 Risk Management

- Identify and mitigate risks associated with technology services.
- Establish proactive measures to address potential risks.

3.1.12 Business Relationship Management

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- Implement a structured process for collecting and acting upon feedback from users and stakeholders.
- Identify and implement improvements to technology services based on feedback and performance metrics.

3.1.13 Continuous Improvement

- Conduct regular reviews of technology services in collaboration with stakeholders. Generate and distribute performance reports, highlighting achievements and areas for improvement.

4 Framework for Setting the Service Management System Objectives

The high-level objectives for the Service Management System within FBNQuest are defined within the document SMS Context, Requirements, and Scope. These are fundamental to the nature of the business and are not subject to frequent change.
Plans to achieve these objectives will be within an annual cycle timed to coincide with organizational budget planning. This will ensure that adequate funding is obtained for the plans identified.
Service Management objectives are documented in the SMS Objectives and Management Plan document, together with details of a plan for how they will be achieved. The objectives will be reviewed every year as part of the management review process, to ensure that they remain valid. If amendments are required, these will be managed through the organizational change management process.

5 Key Performance Indicators

When evaluating the effectiveness and adequacy of this policy, the following criteria must be considered.

- The percentage of satisfied customers from the periodic customer satisfaction survey outcome.
- The number of incidents and service requests closed for internal customers as stated in the SLA.

6 Policy Review

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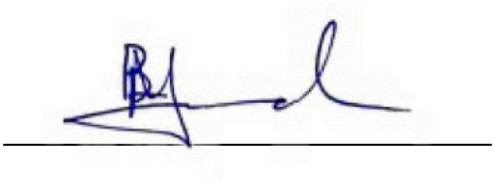
This Policy will be reviewed and updated every 2 years to ensure its effectiveness and relevance. Relevant stakeholders will be engaged in the review process to incorporate evolving business needs and technological advancements.

APPROVAL PAGE

This Service Management Policy was reviewed by the Management Committee (MAMCOM) and recommended for the Board of Directors' approval on March 26, 2024.

This Service Management Policy was reviewed by the Board Risk Management Committee (BRMC) and recommended for the Board of Directors' approval on January 22, 2025.

This Service Management Policy was reviewed and approved by the Board of Directors of FBNQuest Merchant Bank Limited on January 30, 2025.



The Chairman
Board of Directors