2ND ISSUE | 1ST DECEMBER 2022

SMART PAYMENTS COLLECTION LLC

Customer Service Charter

PERMIT NO.

holding permit number 14-2021

LAW

PURSUANT TO EXECUTIVE COUNCIL RESOLUTION (6) OF 2021

REGULATOR

REGULATORY AND SUPERVISORY BUREAU (RSB) FOR THE ELECTRICITY AND WATER SECTOR, REGULATIONS FOR DISTRICT COOLING

123456

About us

Smart Collection is a locally based company holding more than 15 years of experience in providing efficient and comprehensive Utility Management Solutions.

Our past makes an intelligent choice for your future. The company was founded when utilities were almost considered “free” with rent, and conservation concerns were practically unheard of. Smart Collection started as a billing service provider. We began promoting chilled water energy conservation before most property owners or managers even realized there were viable ways to control consumption. Years of analyzing utility usage and problem solving have clients everywhere depending on Smart Collection.

Smart Collection is led by a results-driven team specialist with extensive know-how in the Energy Management Sector. Our end-to- end solutions have been designed to achieve rapid and lasting results for businesses of all sizes, sectors, and aims. Experience has always been at the top of our core business. Smart Collection has continually kept pace with the growth and change in the industry, by adapting to the needs of customers, we have established ourselves as the market leaders, offering forward-thinking to shape business intelligence models within the Middle East for Utility Management Solutions.

EDITOR'S NOTE

WHO IS RSB AND WHAT'S RSB REGULATION? HOW I CAN ACCESS TO THE RSB REGULATION? AND CAN I ESCLATE MY PROBLEMS TO RSB IN CASE SMART COLLECTION FAILED TO ACCOMDATE MY REQUIRMENT ?

For everyone out in the Dubai who's curious about RSB , it is Dubai's electricity and water regulatory body. they license participants in Dubai's electricity generation and water desalination markets and support the Supreme Council of Energy in delivering its energy strategy for the emirate, developing and implementing regulatory frameworks to achieve electricity and water savings.

you can access RSB regulation via visiting their website which is https://rsbdubai.gov.ae/

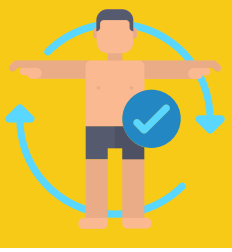
All customers enquiries in relation to the codes, standards or any publication governing can be found on https://rsbdubai.gov.ae/?sfid=1846&_sft_resources_type=standards-codes-regulations

SAKER NASRDINE

Managing Director
Smart Collection

CUSTOMER SERVICE CHARTER

Putting customers at center of our work ...



OUR MISSION

We aim to to enhance customer experience and satisfaction on the service we providing.

Educate the customers about the importance of paying their energy bills and their indirect participation in reducing the UAE overall consumption of energy.

SERVICES AVAILABLE FROM SMART COLLECTION

- Providing a first point of contact for all customers related enquiries
- Working with customers, businesses and other relevant stakeholders in the Dubai to foster customer relationship.
- Delivering enterprise training, management development and mentoring to our customers, Smart Collection staff and other businesses.
- Providing direct payment options to customers and businesses to support the growth and development of energy billing.
- Working to create and maintain client centered business networks.
- Developing a latest technology services to UAE's Highly respected customers and Established regulatory Departments.
- Where Smart Collection cannot deal with your enquiry it will provide a referral service to the appropriate body.

Smart Collection is committed to providing the highest levels of customer service as embodied in our Customer Service Charter and in line with the principles of quality customer service as adopted by all Government Departments and Public Service Bodies in Dubai.

WHAT IS CUSTOMER SERVICE CHARTER

This Customer Service Charter is a commitment to the quality of our service delivery to you and sets out what our company will do for you, how we propose to do it, and in what time scale.

Smart Collection is committed to continuously monitoring and improving the quality of our service delivery to you.

EQUALITY

In our dealings with customers we will ensure the rights to equal treatment established by equality legislation are upheld. Smart Collection does not discriminate on the grounds of age, disability, gender, family status, race, religious belief, sexual orientation and membership of the expat community.

PRIVACY AND CONFIDENTIALITY

All information, both personal and business, provided by you, will be dealt with in total confidence and in a manner that respects your dignity.

www.smartcollection.co

CUSTOMER SERVICE CHARTER

WHAT TO EXPECT FROM OUR COMPANY ?

We will endeavor to ensure that our staff:

- Have the relevant knowledge and experience, responsibility and authority, to deal with your enquiries or refer you to someone who can.
- Deliver our services in a friendly and inclusive manner.
- Treat you with courtesy and professionalism.
- Give you clear, accurate and helpful information.
- Deal with your requests, enquiries and concerns promptly.
- Treat all customers equally and without discrimination.
- Maintain confidentiality at all times.
- Continually explore new and better ways of delivering our service.

Where your Smart Collection cannot deal with your enquiry it will provide a referral service to the appropriate agency.

Regulatory and Supervisory Bureau Dubai and Smart Payments Collection have agreed protocols with the relevant agencies to ensure an efficient customer service in response to Smart Collection clients' enquiries.

ACCESSIBILITY

- Smart Collection will grant you access to our online portal in order to view all your bills with the ability of paying your bill online if the service accommodated by your tower management .
- Our company will ensure that all of our offices, facilities and resources are fully accessible and available in case you decided to visit us face to face
- Smart Collection is easy accessible by phone, whatsapp, email and any other easy reachable tool. You can contact us on 024935100 or info@smartcollection.co at all the time

HOW YOU CAN HELP US?

You can help us by:
- Treating our staff courteously.
- Providing feedback to enable us to improve our service.
- Providing accurate information in your dealings with us.
- Being punctual, prompt and professional.
- Read available public information about the energy billing service in Dubai.
- Make your payment available before the due date
- Ensure your registration with our online portal and our company.
- Share your proof of payment when you make bank transfer or deposit in ATM
- Reading and understanding your tenancy contract before you committed into any dues.
- Understand the chilled water system to avoid any un necessarily allegation .

HOW TO MAKE A COMPLAINT

Our staff are dedicated to providing a professional service and getting things right first time. Despite our best endeavours we recognize that things may not always meet customer expectations. We have a standard procedure in place to ensure that we investigate your complaint fully and fairly.
- Some complaints can be dealt with immediately. Where this is not possible we will acknowledge your complaint in writing by email to confirm that we have understood your concerns correctly.
- We will investigate your complaint and respond within 9 working days of receipt. We will also inform you of any actions and endeavour to try satisfying your complaint.
- If you are not satisfied with this response you may raise your concerns at a more senior level by writing formally to the Head office.

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Communication

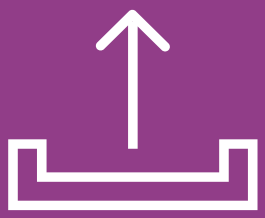
LEARN MORE NOW

COMMUNICATION AND RESPONSE TIME

Smart Collection will deal with your enquiry promptly and in a helpful, courteous and responsive manner.

- We will identify ourselves by name on answering the phone.
- You can reach us via email , phone call ,online portal and WhatsApp.
- All formal written letters communications from clients will be acknowledged within 3 working days of receipt.
- All emails received will be acknowledged within 48 hours of receipt. A dedicated tower email will be assigned for each tower to deal with customer enquiries efficiently and separately.
- Where a client failed to receive a response from the dedicated tower email , He/ She can contact us on info@smartcollection.co and we should deal with the escalated enquiry within 24 hours of receipt.
- All telephone enquiries will be responded to immediately. Average response time vary but usually between 10min - 2 hours. A mailbox recording facility will be in operation at all times.
- Written communications from Smart Collection will contain the name and contact details of the staff member dealing with your query/issue.
- If you wish to contact us via our online portal kindly visit : https://billing.smartcollection.co/Account/Login . Response time is 48 hours of receipt.
- Where a client seeks to meet a Smart Collection staff member as far as is practicable this will be facilitated within 5 working days virtually. our offices are open from Monday to Friday 9:00am to 6:00pm UAE time zone.

Our Company committed to providing quality client services. To ensure that our clients are satisfied with our service delivery standard we commit to undertaking regular reviews and to publish indicators of customer service, in particular, application processing times, referral of cases to other agencies and response times. We will also publish an Annual Client Survey. These indicators will help us to understand how we are doing, to find out what our clients think of our service delivery and to identify if there are things that we need to improve.



Learn about your rights and Limitation per RSB guidance

-You can reach us any time to accommodate your enquiry or complaint subject to the SLA we build in page 8.

-Failure by our company to accommodate your enquiry or complaint in timely manner will result you have the right to escalate your complaint to our escalation levels which are mentioned in page number 9

-Customer have the right to reach to Dubai Supreme Energy Council if you exhausted all our company internal process and we will be found failed to comply with our duties .

-Our company have the right to appeal to the Dubai Supreme Energy Council to form a committee in relation to a complaint if we exhausted our 3 level of escalation with the customer and we where unable to reach amicable agreement.

Key Performance Indicators

Customer

Below are the customer escalation channels in case they want to reach smart collection. We have highlighted the targeted KPI and escalation time to accommodate each response . In case our team failed to accommodate you in timely manner you could always escalate to the top management and you always have the right to escalate your matter to the DCSE committee in case we failed to met our KPIs on time

Email Sent » **Call Initiated** » **Ticket on Portal** » **Office Visit**

response time target is what our company planning to achieve for each particular topic and in case we failed to accommodate such enquiry in timely manner we target an accepted SLA subject to be monitor and evaluated by our company from time to time

General Enquiry		Complaint		Technical	
Target	SLA - On Spot	Target	SLA - On Spot	Target	SLA - 10 days
Accepted	SLA - 48 Hours	Accepted	SLA - 24 Hour		
Escalated	SLA - Top Management	Escalated	SLA - Top Management	Escalated	SLA - Top Management

General Enquiry:
Any question sent via email, questioned in phone or raised in our portal , office in relation to your bill or account . We will explain you our right and limitation and our companies right and limitation per the RSB guidance and regulations.

Complaint :
Whenever you unsatisfied with our service in relation to your current bill or account . And/or whenever you have specific disagreement on the bills/meter reading on your unit or any other complain in relation to our service

Technical:
Where you have doubts in your meter readings or when you think that the meter is not operated in proper manner to reflect accurate readings on your bill one of our technical can make meter inspection to waive any doubts

Escalation and Customers Complaints

We aim to provide complete satisfaction to customers, regarding their queries and issues. . Customers can email their queries to the designated email address of each building or the company general email which is info@smartcollection.co. If you do not get a response, or not happy with the outcome then kindly contact one of the following team members and kindly pay attention into the response time and escalation levels.

1

Billing Matters and/or other General Matters (Level 1)
Mohammad Adeel Shahzad
adeel@smartcollection.co

In case of non-response or inadequate response, you may escalate to level 2

2

Customer Service Matters and/or General Matters (Level 2)
Paul Vallejos
paul@smartcollection.co

In case of non-response or inadequate response, you may escalate to level 3 or to formal and final complaint

3

Technical Matters and/or Technical Investigation Matters (Level 3)
Nikko Buca
nikko@smartcollection.co

In case of non-response or inadequate response, you may escalate to formal and final complaint in writing to our designated email

4

Formal and Final Complaint
Mohammad Shabbir
mohammed.shabbir@smartcollection.co

In case of non-response or inadequate response, by formal and final complaint then you may need to contact the top management

Top Management Escalation

saker@smartcollection.co