



صندوق معاشات ومكافآت التقاعد لإمارة أبوظبي  
Abu Dhabi Retirement Pensions & Benefits Fund

## Customer Service Charter

### Values of Customer Service Employees

We are committed to excellence through continuous improvement in the delivery of services. To achieve this, we will be guided by our core values and unique service standards in order to meet the dynamic needs of our customers, through:

#### 1. Focusing on our customer

I strive to treat the customer as he wishes, with dignity, respect and fairness, while seeking to develop and strengthen relationships by providing a unique service to the customer.

#### 2. Credibility and empowerment

I fully understand my role in the entity I represent, and I am happy to serve the customer. I am constantly developing my abilities to respond to the customer's needs and I am keen on being transparent and accurate in the information I provide to the customer.

#### 3. Cooperation and teamwork

I am constantly exploring opportunities to support my colleagues, helping to adopt and create a corporate environment that stimulates team performance to meet the customer's needs on time.

#### 4. Continuous improvement

I strive to encourage, support and explore opportunities to enhance the customer's experience.

### What do you expect from us?

#### Kindness

- We will treat you in a respectful, gentle and welcoming manner
- We will deal with any issues that arise on the service provided to you by the customer service team privately

#### The information

- We will provide our services through a cooperative knowledgeable team that maintains confidentiality, understands your needs and has the ability to answer your queries

#### Responsiveness

- We will respond to all your inquiries and deal with them in a timely manner
- We will provide you with the requirements of each service and their completion dates

- We will facilitate your communication with us and we will respond to your feedback on the services provided in a timely manner and without delay

#### Reliability

- We will focus on providing you with distinguished services in an efficient, organized and transparent manner
- We will work to meet your expectations of service provided
- We will provide services at the times and channels that suit you as much as possible
- We will reduce the amount of procedures to provide you with fast and smooth services
- We will provide quality services that enhance the quality of life of individuals

### What we hope of you?

- Appreciate and treat our employees efforts with mutual respect and appreciation
- Providing all required documents to enable us to provide our services to you in a swift manner
- Notify us immediately of any errors made by us or you during the service
- Inform us of changes in personal information related to the service
- Respond to the inquiries of the customer service staff to enable them to provide you with a distinguished service

### Measuring success

The Abu Dhabi Government continuously seeks to enhance customer experience through the establishment and application of an interactive or proactive approach. That is to provide and manage services by continuously reviewing the services provided to ensure compliance with the standards set forth in this guide to meet expectations in the best possible manner.

### Replies and contact information

Due to the importance of your views and responses, we welcome all your suggestions related to the enhancement of the efficiency of services in the Government of Abu Dhabi through the Abu Dhabi Government Contact Center (800555)