



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

Customer Happiness Charter

Our commitment towards you

- We will serve you with care, respect and courtesy
- You will get our services through a dedicated team full of knowledge and experience and always ready to meet your needs and respond to your inquiries with high efficiency and transparency.
- We will provide you with distinguished, fair and transparent services
- We will provide you with the requirements of each service along with the expected completion time
- We will respond to your requests in a timely manner and without delay, through our available channels
- We will reduce the number of procedures to make you happier with our speedy and smart services
- We will diversify our services delivery channels to reach you wherever you are
- We will welcome your comments and suggestions to share with you the development of our services
- We will guarantee the confidentiality of your information and data

What we hope from you to make you happier

- To appreciate the efforts of our employees in providing your services by treating them with mutual respect
- To provide all the required documents which enables us to make you happier with our speedy service that enriches your experience
- To notify us, at the earliest, in case of an error or amendment in the data
- To notify us of any change in the personal information or conditions related to the service completion
- To respond to the inquiries of the Customer Happiness Team, in order to serve you in a distinct manner exceeding the defined time.