

To: Subscribers of the Badr Al-Islami Income Fund

Dated: 1st June, 2009

Subject: DFSA Client Classification

Dear Sir/Madam,

This is to advise you that we are regulated by the DFSA and any financial products or services that we provide in or from the DIFC will benefit from the protections of regulation by the DFSA.

When providing financial products and services from the DIFC, we only undertake business with or for "Professional Clients" as defined by the DFSA Rules. On the basis of the information that you have provided to us, we are satisfied that we are able to treat you as a Professional Client for the purposes of the DFSA Rules.

Please be informed that this precludes you from benefiting from the higher level of protection available to Retail Clients, as set out by the DFSA Rules.

Also, please find enclosed an outline of our complaint handling procedures.

Yours faithfully,



Abdul Kadir Hussain
CEO/SEO
Mashreq Capital (DIFC) Ltd.

Mashreq Capital Shariah Compliant Funds (OEIC) Limited

Complaints Resolution Unit

Your Satisfaction Matters to Us

Dear Customer,

In order to provide you the best service and to expediently address your concerns and problems, a dedicated Complaints Resolution Unit has been established. You may report your grievances through the following means:

- **By Telephone**

Call in at the Badr Call Centre at the following Dubai number: 04-424 4411

- **Online Assistance**

Visiting the website www.badrislami.com and logging on to Badr Online :

<https://badrislami.mashreqbank.com/BadrOnline/login.aspx> (secured internet channel)

- **In Person**

Visiting the following branch of Mashreq: Riqa Branch, Omar Ibn Al Khatab Road, Next to Al Ghurair Centre, Deira, Dubai

- **Through Post**

Dropping a letter at the Riqa Branch, Next to Al Ghurair Centre, Deira, Dubai

- **Through Fax**

Letters and faxes directly to Customer Relations Unit at the following Dubai fax number: 04-223 8830

How We Handle Your Complaint

We'll take the following steps when we get your complaint:

- A written acknowledgment of your complaint will be sent to you within 7 days of receipt of the complaint and will be logged onto our automated system.
- The case will be forwarded to the concerned department/personnel. You may be requested to provide further information pertaining to your complaint for effective resolution of your grievances.
- After due analysis / investigation of the matter, resolution will be communicated to you in writing.
- If your grievances persist, the matter may be taken up by business till an amicable resolution is concluded.
- You are hereby informed that for expedient resolution of your complaint, substance of the matter along with any relevant data may be shared by the company with its related parties. You will be required to inform us in writing if you have any objection on the same.

Rest assured that your concerns will be attended to. If we have not been able to find solutions for you within 30 days of receipt of your complaint, then we will keep you updated and remain in contact until the matter is resolved. However, if your complaint is complex, it may take a little longer. We appreciate your patience while waiting for our response in advance.