



Standard Complaints and Dispute Resolution Procedures

Diamond Energy Merchants Pte Ltd

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Purpose

This document sets out the standard complaints and dispute resolution procedure for retail electricity customers of Diamond Energy Merchants Pte Ltd (the “Company”).

Complaints

The Company recognises that, while we strive for operational excellence and providing an exceptional customer experience, from time to time you may be dissatisfied with our performance. On those occasions where you are dissatisfied, we want you to tell us. We are committed to being responsive to your needs and to resolving any complaints you may have.

Our service

We are here to help you. As a customer, we value your enquiry and will attempt to resolve any complaint you may have promptly.

The Company is committed to improving our service and ensuring our performance meets your expectations. To demonstrate our commitment, we will strive to:

- recognise your right to raise concerns relating to your electricity supply agreement with us;
- let you know exactly where and how you can contact us;
- provide you with assistance to register a complaint, if requested;
- address your complaint promptly, fairly, and in an unbiased way;
- keep your complaint private and confidential;
- keep you informed regarding our progress when investigating your complaint;
- let you know that you have the option to escalate your complaint;
- proactively review how we handle complaints and be accountable for effective handling of complaints; and
- not charge any fees for the handling of your complaint.

Complaint handling procedure

If you have a complaint, you can contact our Complaints Officer via the following channels:

- Submit your complaint online via our website at www.diamond-electric.com.sg ; or
- Email to us at custcare@diamond-electric.com.sg ; or
- Call us on 6-DIAMOND (+65 6 342 6663) by telephone on Monday to Friday during the hours of 9:00 AM to 5:00 PM.

We aim to resolve complaints within a reasonable period of time. If the matter is more complex we may require additional time to fully investigate and resolve the matter. If that situation arises, we will inform you within five (5) business days and inform you of the estimated date when a response can be expected.



Required information

First, it is important that we can accurately identify you as our valued customer. If you contact us, your Account Number, Bill Number, and NRIC / FIN / UEN are all helpful pieces of information.

Second, it's important that we understand your concern or complaint, as well as the resolution that you are seeking.

Finally, we will agree with you what else we might need to help you and, importantly, on how and when to contact you on resolving your complaint.

Complaints involving third parties

In some cases, your complaint might not relate to the Company's services but involve an external party, for example, your complaint may relate to services provided by SP Group.

In these instances, we will either provide you with the relevant contact details for the third party or obtain your agreement to refer your complaint to the relevant third party.

Privacy

We respect your privacy and will handle your personal information in accordance with all relevant rules and regulations, and with our Privacy Policy which is available on our website.

Dispute Resolution

In the event the complaints cannot be resolved by the specific date or where there is a deadlock, we shall commence mediation upon your request:

- Residential consumers: Consumer Association of Singapore ("CASE") or Singapore Mediation Centre ("SMC").
- Business consumers: SMC
- Submission the disputes to the court of Singapore

You can seek remedies through Small Claims Tribunal ("SCT") or other applicable channels (e.g. Courts)