

RED STAR EXPRESS PLC.

**SHAREHOLDERS COMPLAINTS MANAGEMENT
POLICY**

1. Scope

This policy states the procedure and circumstances in which Red Star Express shareholders may bring complaints to the attention of the Company, and how the Company will provide assistance in addressing shareholders' concerns.

It also provides the opportunity for Red Star Express shareholders to provide feedback to the Company on matters that affect shareholders. This policy only relates to Red Star Express shareholders, and does not extend to the Company's customers, suppliers or other stakeholders.

The policy has been developed in association with the Securities and Exchange Commission Rules relating to the Complaints Management framework.

2. Objective

The policy is designed to ensure inquiries and complaints from Red Star Express shareholders are managed in an efficient, fair and timely manner. It enables Red Star Express shareholders to access the appropriate contacts who will handle their specific complaints, resolutions and feedback.

3. Procedures for shareholders to make enquiries or complaints

a. In making enquiries, the shareholder who calls in is given a response immediately if possible or his inquiry is noted and his number taken for feedback. Feedback by phone is done before close of work and not later than 48 hours.

In taking note of customers' inquiry or complaint, the Company personnel will;

- Carefully listen and consider the inquiry or complaint
- Record all relevant details.
- Confirm the particulars received (if the inquiry is by phone)
- Explain the courses of action available.
- Clearly and concisely articulate the response
- Refer and escalate the call (if required)
- Follow up and keep the shareholder informed until the matter is resolved.

b. In event that a written complaint is received from a shareholder, the document detailing the complaint shall include;

- a. Name
- b. Full address (not post office box)
- c. GSM number
- d. E-mail address
- e. Signature of the complainant; and
- f. date

4. FEEDBACK

In providing feedback, Red Star Express shall review its records internally or liaise with the Registrars or other organization or government agency involved one way or another in the process e.g. bank or post office.

The aim of the liaison is to

- Determine the facts;
- Determine what action has been undertaken or may be taken; and
- Coordinate a response to be provided.

5. Resolving an enquiry or complaint

Further to responses received from No. 4 above, Red Star Express will then:

- Commence an investigation;
- Determine whether the enquiry or complaint relates to a breach of legislative or regulatory requirements and if so, determine what notification to the regulatory body is appropriate (if any);
- Determine the course of action; and
- Communicate the response to the shareholder.

If Red Star Express is not in a position to respond within two to five working days, then Red Star Express will contact the shareholder to acknowledge receipt of the enquiry or complaint and confirm that the matter is being investigated. Delays may be experienced in some situations, including where documents need to be retrieved from storage.

Red Star Express will respond using the same or similar medium that was used for the initial enquiry, whether by email, phone or post, unless otherwise notified to or agreed with the shareholder. The response may also include, what the shareholder is seeking, whether there is any cost associated and, action taken.

6. Share Registry Contact Details

Information on share holding, e mandate for dividend, personal update, revalidation of dividend warrants, claims on unclaimed dividend etc may be raised with the Company's Registrars, United securities Limited, 10, Amodu Ojikutu Street, Victoria, Island, Lagos.

Inquiries may also be raised by sending an email to info@unitedsecuritieslimited.com or by logging onto their website www.unitedsecuritieslimited.com. Calls may be made to 01 – 271 4566-7

14. Red Star Express's Shareholder Relations Desk

Shareholders seeking more information about the Company are invited to contact Red Star Express, Office of the Company Secretary at:

Red Star Express Plc.

70 International Airport Road, Lagos.

Postal address: 5008 International Airport Post Office,

Lagos Telephone: 01 – 2715670-6.

E-mail: enquiries @redstarplc.com Website: www.redstarplc.com

17. Publication

This policy is available on Red Star Express's website at **www.redstarplc.com**.

19. Charges and Fees

Wherever possible, and subject to statutory requirements, Red Star Express will not charge shareholders for making enquiries, giving feedback, providing a response or for any aspect in the course of resolving a shareholder matter.

Shareholders are regularly informed that in some circumstances the Registrars may charge for some services.

20. Review

Red Star Express will regularly review this policy and the procedures concerning shareholder enquiries, complaints and feedback. As part of the review, Red Star Express will identify and analyze systemic and recurring problems and put in place remedial actions to prevent recurrence of similar problems.

Any changes or subsequent versions of this policy will be published on Red Star Express's website (refer to section 17 of this policy).

28th DAY OF JUNE 2016



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MANAGING DIRECTOR/CEO



.....
COM. SECRETARY