



CHANNEL PARTNER CODE OF CONDUCT

This Code applies to all registered Channel Partners. By working with AFZ, Partners agree to uphold the following standards at all times.

Professional Integrity

- Act honestly, transparently, and professionally in all dealings
- Represent AFZ accurately and responsibly
- Avoid misleading claims, false commitments, or misrepresentation
- Maintain respectful conduct with AFZ staff, clients, and stakeholders
- Avoid conflicts of interest with AFZ employees or representatives

Regulatory Compliance

- Partners must comply fully with UAE laws and AFZ policies, including:
- AML, CFT, and KYC requirements
 - Ultimate Beneficial Owner (UBO) identification
 - Submission of genuine, complete, and verified documents
 - Immediate reporting of suspicious activity
 - Zero tolerance for fraud, deception, or regulatory breaches
- Failure to comply constitutes material breach.

Client Due Diligence

- Partners are responsible for:
- Completing KYC before any submission
 - Verifying ownership structures
 - Maintaining accurate client contact details
 - Ensuring applications meet AFZ standards before submission
- Incomplete or non-compliant cases are not eligible for commission.

Financial Responsibility

- Partners carry full responsibility for client payments facilitated through them.
- This includes:
- Instalments
 - Post-dated cheques
 - Card payments
 - Reversals or chargebacks
- If a client fails to pay, liability remains with the Partner.

Cheque Bounce & Failed Payment Rules

- Any bounced cheque or failed payment must be settled within the timeframe AFZ deems appropriate from the first notice.
- AFZ may, at its discretion:
- Offset unpaid amounts against commissions
 - Suspend onboarding and renewals
 - Freeze commission payouts
 - Apply stricter payment terms
 - Initiate legal recovery
 - Terminate the Partner relationship
- AFZ may also set individual cheque bounce thresholds per Partner, based on performance, risk profile, and business relationship.
- Exceeding thresholds may result in immediate controls or suspension.

Commission Conduct

- Commission applies only to compliant, paid, and approved cases
- Renewal commissions require completion within AFZ timelines
- Inactivity beyond 90 days may void renewal eligibility
- Tax invoices must be submitted promptly
- AFZ may deduct outstanding balances from commissions

Client Escalations

AFZ reserves the right to intervene directly with clients to ensure service continuity.

Where necessary, AFZ may reassign client relationships without prejudice.

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Confidentiality & Branding

- Client and AFZ data must remain confidential
- All marketing materials require AFZ approval
- AFZ branding must follow official guidelines
- AFZ may demand removal of non-compliant content at any time

Audit Rights

- AFZ may audit Partners without notice
- Records must be retained for 5 years
- Non-cooperation is a material breach

Zero Tolerance Policy

- AFZ maintains zero tolerance for:
- Fraud
 - Payment abuse
 - Regulatory violations
 - Ethical misconduct
 - Reputation damage
- Partners indemnify AFZ against losses arising from Partner or client misconduct.

Termination

AFZ may terminate Partner status with notice or immediately for breach or regulatory risk.

Upon termination, all Partner activities must cease.

Communication Channels:

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