



Appeal Form

Date:/...../.....

Form with fields for Customer's Name, Mobile number, Residence/Work phone number, Civil ID number, and Regulated entity.

Appeal in brief:

Dotted lines for writing the appeal in brief.

Important Notes:

The customer acknowledges that:

- 1- This appeal has been made after having read the guidelines on customers' appeal submitted to CBK (listed at the back of this form).
2- All data and information enclosed in the appeal are correct.
3- The appeal is not brought before any court.
4- The customer shall notify CBK in case he/she decides, later on, to take the appeal to court, so long as CBK has not given its final response. In case of customer noncompliance to the aforementioned, CBK shall have the right to disregard the appeal.

- Enclosed: copies of appeal documents.
- Enclosed: copy of the Civil ID (Identification).
- Incomplete forms shall be disregarded.

Customer's Signature

(See the guidelines at the back)

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Guidelines on Customer Appeal

- 1- CBK shall not look into any appeal unless the customer concerned had initially made his complaint to the concerned entity and received its written response. The customer shall also enclose a copy of the response and state the grounds for presenting an appeal, enclosing all supporting documents.

- 2- CBK shall disregard and refrain from offering an opinion regarding the following:
 - Appeals brought before court or referred to the Public Prosecution.
 - Appeals against financial institutions not among CBK-regulated entities.
 - Appeals regarding customer complaints against investment funds.
 - Appeals that are lacking specific subject matter, or are malicious.
 - Appeals that have been previously submitted by same customer.

- 3- **The customer shall be informed by telephone regarding his/her appeal. The customer, accordingly, does not need to inquire in person in this regard.**

Acknowledgment:

- The customer shall acknowledge that he/she has had access to and is fully aware of the guidelines on customer appeals. Subject matter in appeals that fall under item (2) above shall be dismissed.

Customer's Name:

Signature: