

Appeal Form

Date .../.... /....

Customer's Name:				
Mobile Number:				
Residence/Work Phone Number:				
Civil ID Number:				
Regulated entity: (Name of supervised institution by CBK)	Bank:	Company:		

Appeal (in brief):

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Important Notes:

The customer acknowledges that:

- 1- This appeal has been made after having read the guidelines on customers' appeals 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, as long as CBK has not given its final response. In case of customer noncompliance with the aforementioned, CBK has the right to disregard the appeal.

Customer's signature

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- Copies of the appeal documents are attached.
- A copy of the Civil ID (Identification) is attached.
- Incomplete forms shall be disregarded.

(See the Guidelines at the rear)

Guidelines Regarding Customers' Appeals

1. No appeal will be considered until the customer has filed a complaint with the entity against which the appeal is directed and has received a written response from that entity. The customer must also attach a copy of this response and a statement of the reasons for filing the appeal along with the supporting documentation.
2. CBK will exclude and not consider any appeal that fall under the following categories:
 - The subject matter is currently being reviewed by a court of law or has been put before the Public Prosecution.
 - Appeals filed against entities that are not CBK-regulated.
 - Appeals against investment companies, except for appeals related to lending/financing activity.
 - Appeals regarding customers' complaints against investment funds.
 - The subject matter is vague or found to be a false accusation.
 - Previously submitted appeals.
3. Appeals that are not signed by the appellant personally or by their authorized representatives will not be considered. In such cases, a notarized power of attorney is required, along with a copy of the customer's Civil ID Card and his/her representative. as well as their phone numbers. All supporting documents related to the appeal must also be attached.
4. **The customer will be contacted by phone to be informed of the outcome of their appeal; therefore, the customer is not required to visit CBK regarding this matter.**

Aacknowledgment:

- The Customer hereby acknowledges that he/she has read and fully understand the guidelines regarding customers' appeals, noting that the subject matter of the appeal, which falls under the categories listed in item (2) above, will be archived.

Name of Customer :

Signature :