



Complaint Form

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

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

Complaint in brief:

Dotted lines for writing the complaint in brief.

Important Notes:

The customer acknowledges that:

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

- Enclosed: copies of complaint 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 Complaints

- 1- This form shall be used in the following case:
  - Where a CBK-regulated entity fails to respond to an individual customer's complaint within the specified time frame, or where an individual customer is denied the right to submit a complaint against a CBK-regulated entity.
  
- 2- CBK shall disregard the following complaints:
  - Complaints brought before court or referred to the Public Prosecution.
  - Complaints against financial institutions not among CBK-regulated entities.
  - Complaints that are lacking specific subject matter, or are malicious.
  - Complaints by staff against their superiors at CBK-regulated entities.
  - Complaints that have been previously submitted by same customer, unless containing newly added details/subject matter that could be investigated.
  
- 3- **The customer shall be informed by telephone, regarding his/her complaint. The customer, accordingly, does not need to enquire 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 complaints. Subject matter in complaints that fall under item (2) above shall be dismissed.

**Customer's Name:** .....

**Signature:** .....