

## Complaint Form

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

<b>Name of Customer:</b>				
<b>Mobile Number:</b>				
<b>Residence/Work Phone Number:</b>				
<b>Civil ID Number:</b>				
<b>Regulated entity:</b> (Name of supervised institution by Central Bank of Kuwait - CBK)	<b>Bank:</b>	<b>Company:</b>		

### Complaint (in brief):

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### 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, 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 complaint.

**Customer's signature**

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- Copies of the complaint 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' Complaints

1. This form shall be used in the following cases:
  - Complaints against exchange companies and electronic payments companies.
  - Failing to respond to customers complaints within the specified timeframe by the regulated entities (banks, investment companies, finance companies), or failing to provide customers with a complaint form.
2. Complaints that fall under the internal policies or regulations of units supervised by CBK such as loan application, loan rescheduling, requests for loan relief, inability to repay loans, etc. will not be considered.
3. Complaints would be disregarded in the following cases:
  - The subject matter is currently being reviewed by a court of law or has been put before the Public Prosecution.
  - Complaints filed against entities that are not CBK-regulated.
  - The subject matter is vague or found to be a false accusation.
  - Complaints filed by employees of CBK-regulated units against their superiors.
  - Previously submitted complaints.
4. Complaints that are not signed by the complainant 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 complaint must also be attached.
5. The customer will be contacted by phone to be informed of the outcome of their complaint; therefore, the customer is not required to visit CBK regarding this matter.

### **Acknowledgment:**

- The Customer hereby acknowledges that he/she has read and fully understand the guidelines regarding customers' complaints, noting that the subject matter of the complaint, which falls under the categories listed in item (3) above, will be archived.

**Name of Customer:** .....

**Signature** : .....