

## Customer Complaint Unit

**Date:** / /

### Complaint Form

<b>Name:</b>		<b>Civil ID:</b>	
<b>Account no:</b>		<b>Branch :</b>	
<b>Telephone no:</b>		<b>Fax :</b>	
<b>Address</b>		<b>Email :</b>	

### The Complaint:

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<input type="checkbox"/> Details of the attached documents	<input type="checkbox"/> No documents enclosed
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### Undertaking:

I hereby acknowledge that all the information provided is true and correct, and I bear full responsibility for the inaccuracy of this information. I also acknowledge that the subject matter of the complaint is not before the courts and I am not entitled to take any further action in case of agreement with the bank on corrective action. I am also committed to not submitting any complaint to the Central Bank of Kuwait on the same subject.

### **Signature**

### Notes:

The complaint is received thorough one of the following ways:

1. Manually to the complaint unit at the bank.
2. Mail to the Head of the Complaint Unit at the Bank.
3. E-mail to the Head of the Complaint Unit at the Bank.

### **Note:**

1-The complaint submitted by the customer shall be answered within a maximum of 15 working days from the date of receipt of the complaint by the Complaint Unit. In cases where further study is required because there are other outside parties involved in this complaint, you will be notified after the response of the external concerned party.

2- The opinion of the customer complaint unit is purely technical and cannot be used as evidence in a court of law. Furthermore, the response will not cover any additional inquiries, with an exception to the complaint under investigation.

3- In case the customer is not satisfied with the respond from the complaints unit, the customer has the right to submit a complaint to the customer protection unit at the central bank of Kuwait.