

Complaints Unit

Complaints form

Date: ____ / ____ / ____

Customer Name: _____

Civil I.D: _____

Account No: _____

Customer Branch: _____

Phone No: _____

Fax: _____

Address: _____

Email Address: _____

Complaint details:

Documents Attached (If any)

No Documents Provided

Declarations:

I declare that all information provided above is accurate and based on facts, and I take full responsibility in case proven otherwise. I also declare that the complaint is not presented in front of court, and I declare that I'm not eligible to take any other action in case I agree with the Bank to correct the complaint and the Bank carries on the correction. I also confirm that I will not file another complaint to the Central Bank of Kuwait regarding the same issue.

Signature: _____

Remarks:

A complaint should be filed using any of the below methods:

1. Visit in person the Complaints Unit available during weekdays from 08h00 till 15h00 (Mubarkiya - Ali Al Salem St. - Mubarak Tower).
2. Fill the complaint form in any of our branches then hand the form to the branch manager and receive a copy of the complaint form.
3. Fill the complaint form then send it by email to the bank (Boubyan Bank – Complaints Unit - P.O. Box 25507 Safat 13116 Kuwait).
4. Fill the complaint form then send it by email to Complaintunit@bankboubyan.com.

Complaints are disregarded in the below cases:

- If the customer's signature does not match the one with bank's records.
- If there is no contractual relationship between the applicant and the bank.
- If the subject of the complaint is being heard before the courts of law.

The complaint submitted by a customer will be attended within 15 working days from the date it was received by the Complaint Unit

Complaint form received through:

Staff name:

Date received:

Signature:

Customer received a copy of the complaint form:

Customer name:

Date received:

Signature: