

Complaints & Customer Protection Unit

Complaint form

Date: ____ / ____ / ____

Customer Name: _____

Civil I.D: _____

Account No: _____

Phone No: _____

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 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 & Customer Protection Unit available during weekdays from 8:00 am till 3:00 pm in the headquarters.
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 mail to the bank
(Boubyan Bank – Complaints & Customer Protection 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 customer will receive the response letter for his/her complaint within 15 working days from the date it was received.

Complaint form received through:

Staff name:

Date received:

Signature:

Customer received a copy of the complaint form:

Customer name:

Date received:

Signature:

bankboubyan.com

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