



Complaint Form

Please fill-in the following form and deliver the original copy to any of our branches. We shall examine your complaint and reply as soon as possible as outlined in the present form, the complaint shall be treated with utmost confidentiality and credibility. The Bank's representatives shall, within a maximum 2 working days, from the date of submitting the complaint to any of our branches, inform you of its reference number and the time required to examine the complaint.

Complainant's data:

Are you a Bank client: Yes No

Full Name:

ID (national ID number or passport or other):

Account number (if any):

Mobile: email:

Please indicate the preferable mean of communication: Mobile email

Complaint data:

Date of complaint:

Type of complaint: new complaint / objection on Bank reply regarding a previous complaint

Competent department or branch:

State the complaint:

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Are there attachments to the complaint: Yes No

Please state the attachments nature:

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