

Customer Complaint Form

Name		Name of Bank	
Account No.		Branch	
Tel. No.		Fax No.	
Address		E. Mail	

Subject matter of complaint:

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Enclosed documents, if any No. documents

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Declaration:

I hereby declare that all the above mentioned information is true and authentic and I will be held fully liable for any inaccurate information. I further declare that the subject matter of the complaint is not brought before the courts and I confirm that I am not entitled to take any other action in case an agreement with the bank has been made on any rectified measurer to the complaint issue and such corrective measure is implemented by the bank. I am futher committed not to file any complaint to the Central Bank of Kuwait on the same subject.

Signature:

Remarks:

Complaint may be delivered in any of the following ways:

1. By hand to Bank's Complaint Unit: Kuwait City, Sharq, Gulf Road, Ahmad Tower 15th floor.
2. By mail to Bank's Complaint Unit: P.O Box 461 Dasman 15455, Kuwait.
3. By email to Bank's Complaint Unit: Kuwaitcomplaint@mashreqbank.com

Note:

Customer's complaint filed shall be answered within 15 business days as from the receipt of the complaint Unit In case no proper reply received, customer can check with customer protection unit at Kuwait Central Bank.