

Complaint Form

Date: / /

Name		Branch	
Civil ID		Account No.	
Phone No.		Fax	
Address		Email	

Subject of the complaint:

.....

.....

.....

.....

.....

.....

.....

.....

.....

Indicate the documents, if any. ☐

There are no documents. ☐

Declarations:

I declare that all information provided above is accurate and complete, and I assume full liability for any inaccuracies. I further declare that the subject matter of this complaint has not been considered before the courts.

I acknowledge that complaints received and registered during official working hours up to 2:00 PM are considered received on the same working day, while those received after 2:00 PM are considered received on the following working day. The Bank will respond to my complaint within a maximum of five (5) working days from the date of receipt. The Bank may provide me with a copy of the complaint showing the date and time of receipt, which shall be used to calculate the response period.

I undertake not to take any further action or submit a complaint to the Central Bank of Kuwait regarding the same subject matter if an agreement is reached with the Bank on corrective action and the Bank completes its implementation.

I declare that all information provided above is accurate and complete, and I assume full liability for any inaccuracies. I further declare that the subject matter of this complaint has not been considered before the courts.

Customer Signature:

The complaint shall be delivered by one of the following methods:

- 1- Complaints Box: Place the completed complaint form in the designated complaints box at the bank's branches.
- 2- Mail: Send the completed complaint form, addressed to the Head of the Complaints Unit, to the following postal address: P.O. Box 5248, Safat 13053, Kuwait.
- 3- Email: Submit the complaint electronically using the email address registered with the bank.

The complaint form was received by:

Staff :

Date :

Signature :

A copy of the form was received by:

Client :

Date :

Signature :

Bank stamp for receipt of the complaint: