

## Complaints & Customer Protection Unit

### Complaint form

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Customer Name: \_\_\_\_\_

Civil I.D: \_\_\_\_\_

Account No: \_\_\_\_\_

Phone No: \_\_\_\_\_

Address: \_\_\_\_\_

Email Address: \_\_\_\_\_

### Complaint details:

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☐ 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: