



Bank Customers Protection Guideline

Towards Perfection

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Introduction:

In light of the accelerating changes witnessed by the financial and banking sector, and out of the keenness of the Central Bank of Kuwait "CBK" to keep up with the best international practices in the field of protecting customers' rights, the CBK is releasing the updated Customers Protection Guideline to serve as a comprehensive reference and to replace the previous instructions issued on July 05th 2015. This Guideline reflects the present developments concerning the nature of banking services, especially in light of the wide expansion into electronic and digital services, accompanied by the challenges related to data security and safeguarding of privacy.

This Guideline is based on the principles of the protection of customers' rights, and aims at reinforcing the trust of those who deal with the banking sector, while emphasizing the importance of financial inclusion, being one of the key pillars for scaling up the community's extent of benefiting from the financial services. The Guideline further emphasizes the principles of transparency and disclosure, which contributes to ensuring having a fair banking environment allowing customers to take well-studied and balanced financial decisions.

Through this Guideline, the Central Bank of Kuwait continues its efforts towards reinforcing the trust between the banking sector and customers, while ensuring having a competitive environment, marked by professional conduct, in a manner that guarantees banks' compliance with the provision of financial services that meet the needs of their customers, which contributes towards financial inclusion that serves all segments of the society.

Definitions:

- **Customers:** individuals dealing with banks, and other corporate bodies.
- **Annual Percentage Rate:** An indicator used to state the cost, which takes into account interest, return, or other fees that constitute part of the cost.
- **Minor:** A person who is not yet of legal age, i.e. 21 years.
- **Customer with Special Needs:** A customer suffering from total/partial permanent disability that causes deficiency in his physical or sensory abilities, thus preventing him from having access to banking services similar to other customers, despite enjoying the ability to make his own decisions (such as vision or hearing impairment, or physical disabilities). The definition does not include those who have limited ability to make decisions, such as those suffering from mental disorders.
- **Those with limited/poor income:** Individuals working for government or non-government entities, whose monthly income does not exceed KD 400.
- **Those of minor jobs or service or craftwork professions:** This includes individuals who perform Guideline or service labor, who often have unstable source of income that does not exceed KD 400.
- **Domestic Workers:** Individuals who perform work inside private residences (and their equivalents) for the account of other individuals.

First: Customers' Protection – Significance and Concept

Customers Protection Guideline means the implemented regulatory frameworks, policies, and measures aiming at minimizing the risk to which such bank customers are exposed in the course of their transactions with banks. Such policies and measures guarantee that customers receive various financial services withing an integrated framework of transparency and disclosure in financial dealing in a manner that ensures that such customers receive their complete rights, without diminishing their interests and without detriment or prejudice to their interest, while holding anyone who infringes such regulatory frameworks accountable.

The Customers Protection Guideline depends on three dimensions, namely, the following:

- **The Regulatory and Supervisory Dimension:** It includes regulatory instructions, controls, and measures for enhancing the protection of customers.
- **The Legislative Dimension:** It includes a set of legislations and controls regulating the customers' rights and duties, which form the binding framework that should be adopted, whereby any bank found in breach of such legislations should be subject to appropriate penalties.
- **The Awareness and Educational Dimension:** It includes the set of activities and practices aiming at increasing the level of financial and banking knowledge and culture for those customers in a manner that improves their ability to take the right decision which enhances the approaches of their protection and claiming of their rights.

Second: The Organizational and Regulatory Framework

The CBK's keenness on the protection of bank customers comes in line with the provisions of law no. 32 of 1968 pertinent to the Currency, the Central Bank of Kuwait, and the Organization of the Banking Business, as amended by various provisions in this regard,

and in conformity with the prerequisites of the basic practices for effective banking oversight to extend the umbrella of the regulatory role to ensure that banks have appropriate policies and procedures in place that provide for stringent due diligence regulations for the protection of customers in a manner that enhances the implementation of high-level professional standards in the banking sector.

Therefore, this Guideline covers the principles and regulations that banks shall adhere to and observe upon offering banking products or services to their customers, upon extending financial advice/information to customers, or upon advertising or promoting any such products or services, in addition to handling complaints, grievances, and settling disputes and conflicts.

Third: Objectives of Issuing the Customers Protection Guideline:

The issuance of this Guideline aims at achieving a set of objectives, the most important of which are mentioned below:

- 1) Emphasizing the importance given by the CBK to the protection of customers' rights, ensuring that they receive financial and banking services within an integrated framework of transparency and disclosure, and in a manner that enables customers to take their decision on sound bases, while stressing the importance of banks' keeping pace with the banking developments relating to the needs of current and potential customers as well as enlightening them on whatever suits them to realize their expectations.
- 2) Setting a group of standards and controls on the protection of customers so that such standards may represent a basis for evaluating banks' performance in the field of customers' protection and governance applications in this domain.
- 3) Developing a general framework for the concept of customers' protection in a manner that contributes to the reinforcement of the regulatory goals which support financial stability through enhancing professional practices in the field of providing

financial services to customers, to avoid any systematic risks arising from any unsound practices upon banks' dealing with customers.

- 4) Having a written Guideline in place containing important principles of customers' protection, emphasizing integrity and honesty, is expected to have a good impact on those in charge of the banking and financial business since this shall constitute a documentation to support the efforts exerted to implement such principles.
- 5) The Guideline shall serve as an educational and awareness instrument for banks' customers due to its demonstration of the rights, duties, and principles, which enhance the level of awareness about the nature of the relationship with banks, and in a manner that contributes to the improvement of the financial and legal education for customers regarding their banking transactions. Customers' having banking education and financial awareness will lead to wise disposal of their financial decisions and actions, and this will minimize the chances of being a reason for crises arising from their low level of awareness.
- 6) Establishing fair practices which shall be adopted upon the provision of financial and banking services and products by banks, which shall represent the bare minimum set of policies and procedures adopted by banks upon dealing with their customers, especially in the field of focusing on transparency and disclosure in order to assist customers in taking decisions in light of their real positions.
- 7) Reinforcing the pillars and supports of trust in the units of the banking system since trust is one of the key factors of success, growth, and development of relationships with customers, especially in light of maintaining effective mechanisms and crystal-clear frameworks for dealing with complaints, and grievances of customers, as well as any practices which lack fairness or clarity.

Fourth: Scope of Application

- 1- This Guideline shall apply to banks operating in the State of Kuwait, including Kuwaiti banks and the branches of foreign banks.

- 2- For the purpose of applying the instructions included in this Guideline, customers mean such individual customers dealing with banks as well as others of body corporates, especially SMEs, to the extent such instructions apply to them and within the scope of the nature of their operations and transactions with banks.
- 3- This Guideline shall replace the Guideline issued by the CBK on July 05th 2015 on the Protection of Customers, as well as the instructions on the services offered by banks to those with special needs.

Fifth: General Principles for the Protection of Banks' Customers:

The general principles for the protection of customers mentioned below represent the minimum rules to be applied and observed by banks upon dealing with customers. Banks shall develop their internal procedures on an ongoing manner, which shall be commensurate with the nature and volume of their business, and in line with the best practices and relevant standards.

The First Principle: Fair and Equal Treatment

Throughout all the phases of dealing with customers, banks shall observe that their dealings should be marked by fairness, equality, integrity, and honesty. They shall make this approach part of their governance rules starting from product development and up to the stage following the launch of the product. They shall further give more importance, care, and special attention to limited-income customers, customers with limited level of education, elderly, and customers with special needs without any gender discrimination.

The Second Principle: Disclosure and Transparency

Banks shall provide their customers with all the information related to services and products provided to them through all their service communication channels, including branches, mobile banking App, websites, or their accounts on social medial platforms. They shall further dedicate an employee to explain the key terms and conditions of the service to the customer upon the latter's request, provided that such information shall be clear, transparent, easily understood, simple, and accurate in a manner that ensures that customers are informed about the advantages and risks, and provided that customers do not suffer any difficulty to obtain such information. Banks shall ensure that such information presented shall include an explanation of the rights and obligations of those customers along with the details of prices, commissions, and fees charged by each bank against each a service or product, as well as an explanation of the advantages and risks correlated with the same, the mechanism of terminating the relationship, and the consequences of the same, in order to make it easy for customers to take their decisions. All disclosed information shall be available in Arabic and English. The advice extended to customers shall be suitable for their abilities, potentials, and financial goals in light of their experience with such products or services, while urging customers to provide complete and accurate information about their conditions and needs in a manner that enables banks to offer suitable advice and services.

The Third Principle: Financial Awareness and Education

Banks shall have appropriate plans, programs, and mechanisms in place to develop and disseminate financial and banking knowledge to their existing and potential customers, and to seek to enhance their level of financial awareness in order that they may be able to recognize all aspects pertaining to the banking services or products extended to them, and then assist in taking deliberate decisions, and directing them to the right body through

which they can obtain additional information, if so needed. Banks shall educate customers on their rights and responsibilities, especially limited-income customers and customers with limited level of education.

The Fourth Principle: Professional Conduct

Banks shall practice and perform their work in a responsible and professional manner, taking into consideration achieving the best interest of customers throughout all stages of their dealing with banks, considering that a bank is responsible for protecting customers in terms of the banking services or products offered to them. Atop such ethics come integrity, credibility, and verifying the appropriateness of services and products offered to customers in terms of their potentials and needs, while ensuring the availability of adequate training to the bank's staff who communicate with customers and provide banking services to them.

The Fifth Principle: Protection of Customers against Financial Fraud

Banks shall protect the deposits, savings, and other financial assets of customers, which lie within the scope of their transactions with the bank. This shall be done via developing effective and high-level internal control systems of accurate oversight in order to minimize fraud, embezzlement, or abuse of financial services, and continuously ensuring the efficiency of the systems used to keep up with the changes in fraudulent techniques, in addition to abiding by CBK's instructions issued in that regard.

The Sixth Principle: Protection of Privacy and Confidentiality of Information

Banks shall have supervisory systems in place along with mechanisms and policies which guarantee the protection of customers' financial and personal information. Customers'

financial and personal information shall be protected through clear and precise controls and mechanisms which determine the objectives of data collection and usage. All customers' transactions with banks shall be confidential; no access to the same shall be granted, and they shall not be disclosed except as per the applicable law and regulations. Banks shall provide secure systems for customers' electronic transactions.

The Seventh Principle: Handling Customers' Complaints and Grievances

Banks shall give due attention to handling the complaints and grievances of customers in a quick, fair, and independent manner. They shall ensure that their Customers Complaints Unit effectively undertakes its responsibilities in line with clear and defined mechanisms in place to follow up and handle such complaints and offer the best and most appropriate solutions without delay, and that the Customers Complaints Units shall be given due care and oversight by banks' boards of directors, and banks shall maintain an internal mechanism to resolve disputes with customers.

The Eighth Principle: Competitiveness

The information required for comparing the best banking and financial services and products shall be made available to customers. This includes the easy movement and transfer among banks, various products, and services without any difficulty or complications. This shall be provided at a reasonable cost, taking into consideration that this could improve the quality level of services offered to customers by banks.

The Ninth Principle: Protecting Customers against the Risks of Outsourcing

In case banks outsource operational services to external entities "external outsourcing", banks shall ensure that such external entities abide by the principles included in this Guideline, that they work for the best interest of banks' customers, and that they bear the responsibility for their protection, including maintaining the confidentiality of their banking information, taking into consideration the continuation of the responsibility of the banking service and products' providers, of banks, for the procedures taken by such external entities and that banks shall obtain evidence that such entities abide by the applications of customers' protection.

The Tenth Principle: Conflict of Interests

Each bank shall have a clear written policy on conflict of interests approved by its board of directors, which shall continuously ensure the sufficiency of the adopted procedures and applicable policy to detect possible cases of conflict of interests, and that they are effectively implemented. The board shall further ensure that disclosure is made for any case of conflict of interests as per the provisions of this policy, and in line with the governance regulations and rules issued by the CBK in that regard.

Sixth: Disclosure Practices and the Provision of Banking Services and Products:

In this regard, banks shall comply with the following:

A. General Conditions for All Products and Services:

1. To gather sufficient information about customers before recommending specific products or services to them, in order to ensure that such products or services meet

- their needs and are suitable for their financial abilities, while ensuring not to recommend products that do not fit the customer's financial position and goals.
2. To use transparent and fair means upon marketing their banking products and services.
 3. To provide customers with a written or electronic copy of the general and special terms and conditions in addition to the key information associated with each product or service before they receive the same. Additionally, they should obtain an acknowledgment of receipt from the customer in case of providing him with the same physically or electronically, and keep proof of the same.
 4. Abiding by the application of all requirements of disclosure for products or services which shall be made.
 5. All rules and regulations relevant to all banking services rendered by banks shall be made available on the bank's website in detail and be easily accessible.
 6. As an alternative to monthly paper statements, the form through which information shall be obtained must be appropriate and easily readable, and shall include appropriate details.
 7. To provide qualified staff for direct engagement with customers and at a proportionate level with the complexity of the products or services offered by such banks. Such employees shall receive sufficient training to enable them to respond to all customers' inquiries with sound information.
 8. To refrain from being pushy with customers in marketing upon directing them to obtain a financial product or service from the bank or from any other entity.
 9. It is prohibited to make the purchase of a certain product or service from the bank as a precondition for getting another product or service, such as providing that insurance is a must to get a loan/financing, or making it mandatory for the customer to be issued a credit card as a precondition for opening an account. Customers must be free to choose the other service or product and accept the same, unless the bank gets a preapproval from the Central Bank of Kuwait.
 10. Procedures of customers' clearing and payment settlement shall be clear and known to them.

11. Interest/profit rates for products offered to customers shall be displayed on the bank's website and mobile App in a manner that makes it easy to have access to the products and their relevant interest/profit rates, while ensuring that rates are updated immediately upon making any amendment or change to the same.

B. Statement of Key Information:

1. To provide a statement of key information associated with all products and services, including digital products in a detailed and a clear manner, and in simple and easy-to-understand language, before signing the contract. An acknowledgement shall be obtained from the customer as to the receipt of the statement whether in a paper or electronic form, while maintaining proof of the same.
2. The statement of key information should be a summary document, which contains the significant information to help the customer understand a product or service easily and clearly, provided to include the below at minimum:
 - Use of infographic to simplify and clarify the key features of each product or service.
 - Stating whether the bank is vested with the right to amend the terms and conditions in the future.
 - Determining the period of the notice to be served before applying any changes to the terms and conditions of the interest/profit rates, fees, and other key clauses.
 - Listing key obligations, fees, annual interest/profit rates, and key restrictions and requirements associated with the product in a clear and easily readable font.
 - Dedicating a special field to highlight key risks associated with the product/service.

Appendix (1) provides an example to show the key information associated with the credit cards' product, showing the minimum information to be included.

3. The statement of key information shall not be considered a replacement for contracts or the services' terms and conditions.

C. Contracts:

1. All forms and contracts to be signed by customers must be easy to read and understand in a manner that fits all types and segments of customers, and shall be printed in a uniform, clear, legible font, provided that the font size shall not be less than (12). All texts should be clear, while offering an Arabic or English version as per the customer's preference.
2. Customers must be provided with all final documents of the transaction, including any document that contains the signature of the customer or that indicates his approval, provided that the customer shall receive a free-of-charge copy of such documents immediately upon the completion of the transaction, however the means of delivery.
3. Incorporating an independent clause in the contracts concluded with customers, which points out that the bank is vested with the right to amend the terms and conditions of the product or the service, while showing the mechanism of notifying the customer of any amendment thereto along with the grace period given to him before the amendment becomes effective, in addition to securing an express approval from the customer of the same upon entering into the contract.
4. Upon introducing any changes to the terms and conditions of the contract or amending an existing service, the bank shall provide the customer with a clear summary of significant changes in a simple and easy-to-understand language, along with a copy of the revised terms and conditions. Moreover, any changes which could directly affect customers' rights or their bank dealings shall be explained, and customers shall be notified of the same well ahead of the effectiveness of such

amendments through various approved communication channels of the bank, such as SMSs, emails, or mobile banking applications.

5. In case the contract concluded with the customer provides for an annual auto-renewal clause, the bank shall send a notice to the customer at least 3 months ahead of the renewal through the various approved communication channels at the bank; the notice shall include a clarification of the mechanisms and dates for the cancellation of the auto-renewal option, in addition to disclosing to the customer any charges or fees resulting from the renewal, such as the annual fees or any additional fees which may apply to the service or product.

In case the customer opts not to renew the service, he shall be allowed to continue using the product or service until the end of the contract period, unless the service is cancelled by the customer.

6. In case the customer requests to cancel a service or product, the bank shall return the fees related to the remaining period of the contract period, after deducting direct costs, provided that this should be clearly mentioned as part of the approved terms and conditions signed by the customer.
7. The contract shall have a clause that presents the risks associated with any product or service, in a clear and prominent manner, to be presented in bold font. For example, the consequences of non-commitment to payments or any potential financial implications which may be inflicted upon the customer upon defaulting on any obligations.

D. Accounts and Deposits:

1. Banks shall provide their customers on a regular basis with data pertinent to the key details of their financial transactions, transfers, and the balances of their accounts.

2. Banks shall provide customers with a free monthly account statement including all the customers' transactions made during the month, along with the interest/profit or fees charged to such accounts. This shall be made via the means available to the bank and as per the customer's preference for receiving such statements, whether through electronic means or the IVR service, unless the customer expressly requests not to receive such a statement.
3. Maintain historical records for customers' transactions, which should be easily accessible against no, or reasonable, fees.
4. Banks shall notify customers of the maturity dates of their deposits (5) business days ahead of the date of maturity, while notifying them that the expected interest/profit rate may be subject to change during this period, and making all information available through the available digital channels.
5. Contracts for deposits, or account-opening forms signed with customers, shall have clear and special clauses that show any provisions related to the nature of the account, including, but not limited to:
 - Terms for breaking the deposit ahead of maturity, and the fees to be paid by the customer as a result of the same.
 - Deposit renewal procedures, and the expected interest/profit rate then applicable
 - Joint-account related procedures.
 - Pointing out the terms and procedures for freezing accounts, and the consequences of the same.
 - Account-closure procedures, and the charges, if any.
6. Upon receiving a request from the customer to close the account, the bank shall not exercise any pressures to cancel the request or to delay the procedures, especially when there are no financial obligations due from the customer to the bank.
7. Banks shall issue a Clearance Certificate to the customer within a period not exceeding one business day from the date of receiving the request, in case there are no existing financial obligations due from the customer, notwithstanding the purpose of the

certificate. In case the customer is a credit cardholder, the certificate must be issued within a period not exceeding five business days.

E. Dormant Accounts:

1. Banks shall develop a clear policy, to be declared to customers, including the procedures to be followed for dormant accounts and the mechanism for activating them.
2. Banks shall notify their customers, whose accounts have been left dormant for long periods, through SMS, mobile banking Apps' push notifications, email, or registered mailing address of customers who do not use email or are not registered in e-banking services, at least one month before putting their account in dormant state, while placing these accounts under care and supervisory controls for accessing and protection.

F. Cheques:

1. Ensuring that adopted procedures for clearing and settlement of payments of cheques shall be clear and known to customers, including determining the periods within which the amounts of cheques deposited to their accounts will be settled, along with all the terms and conditions pertinent to the collection of cheques. The sources of these procedures shall also be pointed out.
2. Customers shall be informed about the legal procedures which can be faced in the event of issuing a cheque with insufficient funds, before they issue such cheques, and they shall be informed about the consequences of such an action.
3. Informing customers about the procedures which shall be taken in case of having to stop the payment of cheques issued by a customer in light of new circumstances which necessitate notifying the bank with them.

G. Fees:

1. Banks shall explain to customers any fees or charges associated with products or services provided by them, and provide them with a copy of the approved Tarif List upon offering the product, service, or signing the contract, or upon customers' request at any time, including any fees which may be imposed by third parties, while declaring the value thereof in a clear manner, including cheques' service, whether with regard to obtaining a chequebook or approving such cheques, settlement of the same, or any other relevant procedures.
2. The amount of the fees charged by the bank and the amount of the executed transaction shall be presented separately and clearly in the customer's account statement.
3. The Tarif List for fees and commissions of products and services must be displayed at a clear spot in all of the bank's branches, using modern means, and must also be published on the main page of the bank's website and the mobile banking App in a manner that makes it easily accessible. It must also be updated with immediate effect upon introducing any amendment or change thereto.
4. Banks shall inform customers in writing through SMS or via push notifications on mobile banking applications before introducing any changes to the fees or commissions, or before imposing any new fees. This shall be done at least three months before the application of such changes.

H. Banking Cards:

1. Banks shall disclose to the customer the limits of payment transactions made through banking cards per each available payment channel, and introduce a mechanism either through branches or e-banking channels, which enable the customer to select and amend limits in line with the customer's ranking at the bank, while ensuring to notify the customer of the effected amendments.

2. In case the customer reports the loss of a card to the bank, the bank must suspend the card.
3. Banks shall emphasize to merchants that they must not impose any additional fees to customers upon payment via credit/prepaid/debit cards, whether through POS terminals or e-payment gateways; this obligation shall be included as part of the agreements concluded with merchants.

I. Loans / Financing

1. In this regard, banks shall abide by the instructions issued on November 11th 2018 concerning the Rules & Regulations for Granting Loans and Personal Financing Facilities (Consumer/Housing) in Addition to Issuance of Credit Cards, as amended, in addition to the following:

- **Credit Cards:**

- Before entering into contract with customers, banks shall disclose all requirements associated with the issuance of credit cards, such as issuance fees and expenses, including what is related to finance, credit limits, exchange rates, applicable interest/profit rates, method of calculation of the same and the minimum monthly installment, number of months needed to pay off the balance in case of paying the minimum monthly payment, and any charges charged upon delayed payment or upon maxing out the card beyond its limit, and the cost of cash withdrawals, in addition to informing the customer of the grace period for disputing any entries charged to the card and other relevant information. This information shall be made available to customers through the bank's digital channels.
- Banks shall notify credit cardholders of the minimum monthly payment required, while explaining any costs pertinent to interest/profit rates which will arise from the customer's payment of the minimum monthly payment only. Credit cards transactions' statements shall include a note of the minimum limit required to be repaid and the total cost of the interest/profit

(rate and the amount) – if any – that shall be calculated on the outstanding balance in case the cardholder repays the minimum limit/monthly installment.

- Upon enabling the customer to make additional deposits to the credit limit, banks shall not charge fees against the deposit, and shall further allow the customer get a refund of the added amount at any time without charging any fees to the refund transaction.
- A bank may not charge any fees through the credit card without the prior approval of the customer.
- Customers must be notified, via SMS or push notifications on the bank's App, of rewards' points if any, 30 days before the expiry date.

2. Finance Products and Credit Card Calculator:

A calculator must be provided for finance products and credit cards through the website and banking apps. This calculator shall enable customers to calculate the interest/profit rate, periodic installments, annual percentage rate, and all related commissions and fees, while specifying the type of product, card, and the most appropriate credit limit based on the customer's income, in addition to providing estimated earned reward points' calculator against processed credit cards' transactions, if any.

3. Annual Percentage Rate "APR":

- Banks shall disclose the APR to customers, and include the same in the following:
 - a. Advertisement campaigns and marketing promotions of credit cards.
 - b. Terms and conditions published through the bank's digital channels.
 - c. The calculator of finance products and credit cards.
 - d. Statement of Key Information.
 - e. The Loan/Finance Offer
 - f. The Loan/Finance Contract

- g. Periodic statements submitted to customers.
- To explain the APR in a clear and simplified manner to customers, while explaining the purpose of using this rate, the goal thereof, and explaining the method of its calculation, including the determination of the rate and fees included in its calculation, for instance, the interest/profit rate and the annual fees of credit cards. Moreover, the fees not included in the calculation of this rate shall also be explained, such as cash withdrawal fees and delay penalties for credit cards, and other optional services such as insurance and other fees.

4. Requesting Customers to Repay Their Debts to Banks:

- Upon requesting repayment from customers who took loans or debts, banks shall not adopt unprofessional means or practices, including incorrect statements or reasons or any unfair practices. Moreover, banks should take the initiative to assist customers upon noticing early indications of inconsistent payments, and shall encourage them to communicate with the bank to discuss the financial challenges that they face, while suggesting suitable solutions to them.
- In case repayment is made via a set off between the customer's accounts, banks shall have to include such a provision in the contracts concluded with customers, and shall have to advise their customers of the same after the repayment transaction.

J. Banking Services through Digital Channels:

1. Banks offering their banking services to customers through digital channels shall abide by all relevant instructions issued by CBK in that regard, including the requirements for protection of customers against electronic fraud, as well as the security requirements and controls associated with cybersecurity.
2. Notify customers, well ahead, in case banks have to or about to suspend some of their services for maintenance purposes or for any other reasons.

3. Banks shall impose a type of control and monitoring over the performance of third parties upon hiring them to offer banking services through modern digital means.
4. Banks shall notify customers, who are willing to use modern digital means in performing their transactions, of charges and fees associated with the services offered through such means (if any) and the amount thereof.
5. Upon sending the OTP or authentication through all other means, banks shall include the reason for which such messages were sent.
6. Banks shall develop clear and specific rules for remedying any cases of errors or fraud upon the occurrence thereof.
7. Banks shall implement ongoing awareness programs aiming at increasing the level of customers' awareness in terms of electronic banking transactions and related risks, in addition to offering guidance that helps them use such channels in a secure manner, and to notify customers of any changes or enhancement to the applicable systems.

K. Online Transfer of Funds and Drafts:

1. Banks shall provide sufficient information to their customers, who use online drafts and fund transfer services, on the rates and benefits of such services as well as the method of obtaining them in an easy and smooth manner and in as understandable forms as possible. This information shall particularly include the charges to be borne by the customer and or the beneficiary of the service requested by the customer (the draft or the transfer) as well as the FX rates, the expenses, and the time needed for the draft or transfer to be delivered to the beneficiary along with other terms and conditions related to the online fund transfer, such as the responsibilities, rights, and obligations.
2. Banks receiving or remitting drafts or making online fund transfers shall document all the key information of such transactions, provided their customers shall be

notified of the transaction's details immediately upon its completion without charging any fee against the same.

3. In case of adding a new beneficiary, the bank shall inform the customer of the same through the available communication channels, while stating the name of the beneficiary and notifying the customer that it is necessary to contact the bank in case he is not aware of this addition. A beneficiary may not be activated except after the lapse of 12 hours at most, unless the addition is confirmed directly by the customer.
4. Banks shall provide customers with clear and easy access to all the information related to the measures taken in case of a mistake or in case the customer was a victim of fraud during the processing of drafts or online transfer of funds.
5. Banks shall notify their customers, who use their credit/prepaid/debit cards in payment transactions abroad, of the terms and conditions including the charges of transactions made abroad as well as the FX rates applicable in such cases.

Seventh: Protection of Banking Secrecy and Information Privacy:

In this regard, banks shall comply with the following:

1. To protect customers by implementing high-level oversight schemes that include appropriate mechanisms to determine the objectives for which data and information are collected and processed. It is also necessary that account-opening contracts and forms include a clause that provides that data and information received from the client in the context of the contractual relationship shall be subject to banking secrecy provisions.
2. Banks' responsibility of protecting customers' data and information and maintaining the secrecy thereof extends to such data kept with banks or such data available with a third party hired by banks to assist in performing their activities related to customers.

3. Ensuring to have an internal environment that guarantees security and secrecy of all the information and data available to them about their customers and their dealings. Banks shall continuously test such an environment and ensure the validity thereof.
4. Banks shall abide by the "Need to Know" principle internally and externally, thereby limiting access to confidential or sensitive information to authorized persons or entities whose job nature requires the same, and within the extent necessary to perform their responsibilities. Any information beyond this scope may not be shared or circulated except through secure and authorized channels, without prejudice to clause no. (Seventh-2).
5. Proper disclosure to customers on the cases which constitute an exception of the information and customers' data confidentiality rule, which are as follows:
 - a. Cases where disclosure of information is made by virtue of the written consent of the customer.
 - b. Cases where disclosure of information is mandatory by virtue of the applicable laws and regulations.
6. In case of offering direct interactive products or services to the customer through third parties, an express prior approval must be secured from the customer before sharing any of his data, while ensuring the bank and the service provider's compliance with the highest security, privacy, and data protection standards, as in services such as (EKYC, E-Wallet, Open Banking Service, FinTech Providers, etc.). The option to approve sharing customer's data may not be activated by default, and the customer shall be given the right to cancel at any time in the future. Excepted from that shall be the following cases:
 - a. The aforementioned cases under clause no. 5 above.
 - b. Cases where the role of third parties is limited to offering core or operational services supporting the activities of the bank, such as the processing and execution of transfers, payment settlements, or the like, where data is shared as per contractual frameworks and agreements concluded by and between the

bank and the service provider without the need for a separate approval from the customer. It should be sufficient to include the approval as part of the contract's terms and conditions, along with the bank's full commitment to the protection of the customer's rights and privacy.

7. Third parties shall be prohibited from resharing customers' data, except for the cases stated under clause no. 5 above.
8. Upon recruiting the banks' staff or hiring third parties, banks shall ensure that the forms, which confirm their compliance with the confidentiality of data and information of customers, shall be completed.
9. Upon receiving inquiries from the customer, the bank shall not disclose any information related to the customer or his accounts, except after verifying his personal identity using all approved means of verification.
10. Upon becoming aware of any leakage of customers' data, bank shall inform affected customers without undue delay, while taking all appropriate actions to remedy the effect of such leakage and to mitigate the consequences thereof as much as possible.

Eighth: Financial and Banking Awareness:

1. Banks shall design and set up appropriate mechanisms to develop the knowledge and skills of existing and potential customers in addition to enhancing the level of awareness and guidance and enabling them to understand key risks of the transactions they conclude with banks in a manner that helps them take the right decisions for them. Banks shall further guide customers to the appropriate body for obtaining such information whenever needed.
2. As a way of financial and banking education, the bank's website and mobile banking App shall dedicate a page to financial and banking awareness, provided that this page shall include this Guideline in addition to the rights and responsibilities of the

customer, the manner of filing a complaint, and the frequently asked questions (FAQs) expected to be raised by many customers and the bank's responses thereto.

In this context, the following shall be observed:

- a) Each bank shall develop an annual plan containing designated programs set to support the dissemination of financial and banking information in order to increase banking and financial awareness.
- b) Banks shall collaborate with civil society institutions and bodies along with scientific and professional institutions that seek to enhance financial and banking awareness and increase the knowledge levels, and they shall also cooperate to set and implement financial and banking awareness programs.
- c) Banks shall participate, from time to time, in conducting special studies on measuring financial awareness and the impact of the measures taken in that regard on the increase of such awareness and financial education within the scope of assessing the results of the applicable policies at banks and considering the enhancement thereof.
- d) Awareness programs and activities must aim to increase the level of financial education of customers and enhance their financial abilities, and should not be done for the purpose of marketing or promotion.

Ninth: Financial and Banking Inclusion:

Financial and banking inclusion is about a set of procedures and policies that target the availability of financial and banking services to all segments of the society including the segment of persons with special needs, limited or low-income customers, simple service and Guideline workers, micro, small, and medium business owners, while ensuring that such shall be suitable for their needs and circumstances, and shall be fair and transparent.

In this regard, banks shall comply with the following:

- Setting up annual programs for achieving the goals of financial and banking inclusion while maintaining mechanisms that make it possible to follow up on the implementation of such programs, determine the beneficiaries thereof, and their diversification to cover various segments of prospect customers in a manner that expands the circle of those dealing with the units of the banking system.
- Exerting further efforts to study the needs of segments that do not deal with banks and taking serious steps towards facilitating their access to their needs as per secured and easy ways for them.
- When banks plan their activities and their financial and banking inclusion programs, they shall adopt appropriate techniques to attract such segments which are not used to dealing with banks (e.g., persons with special needs or those with low-income), while dedicating positive procedures to such segments and encouraging them to increase the level of their transactions and benefit from the enhancements in various areas, especially in technology.

1. Banking Services Offered to Minors:

- In cases where a minors' account is opened directly for those under 18 years old, the bank should notify the respective guardian or custodian immediately through available means, while abiding by the right of the guardian or custodian to have access to such accounts, without dealing on them, in line with the provisions of the relevant applicable laws and regulations in the State of Kuwait.
- Banks shall abide by offering financial products and services appropriate for this age group, and disclose all potential risks associated thereto, while explaining the relevant terms and conditions in a simple manner that suits minors' cognitive levels.
- The bank must abide by not offering banking services and products that lead to financial obligations such as all types of loans and credit cards, except in

case of having a monthly salary or income, in addition to securing the guarantee of the minor's guardian for this obligation.

- Acting to enhance financial awareness and education of minors through designing and implementing simplified awareness programs suitable for this group, in order to enable them to understand the key principles of banking transactions, and to reinforce the concepts of financial planning, savings, and investment, and to understand how to embrace secure financial conduct in order to avoid falling for correlated risks.
- Abiding by the following upon implementing advertising and promotional materials targeting minors:
 - Using simplified methods suitable for the targeted age group.
 - Prohibiting marketing or promotions for any financial products that lead to future financial obligations, including digital advertisements or promotional campaigns.

2. Banking Services Offered by Kuwaiti Banks to Those with Special Needs:

- **General Guidelines:**

Upon dealing with all customers with special needs, banks shall observe the following:

- Prepare the infrastructure at all branches of the bank to ensure the easy accessibility and movement of customers with physical disabilities by providing accessible entrances and exits, wide corridors, lifts, and dedicated ramps, or assisting lifting devices, in a manner that takes into account the various needs of those with physical disabilities and guarantees accessibility to ATMs and ITMs, or the bank's branches in a fair, accessible, and safe manner.
- Dedicate a branch (as a minimum) in each governorate to offer banking services for customers with special needs alongside the usual business of the branch. It should be observed to offer services to customers of this segment

in other branches whenever the nature of the transactions or the condition of the customer do not require special arrangements or requirements.

- Know the customer and his ability to take decisions within the measures taken by the bank to know the customer (KYC), while providing the customer with the arrangements and/or the assistance which may be necessary to facilitate his dealing with the bank.
- Allocate special account numbers to customers with special needs to distinguish them from other bank customers to speed up and facilitate the services provided to them either by phone or in case the customer attends in person at the Bank.
- Safe deposit boxes shall be provided to this segment of customers upon request. Such boxes must be accessible and user-friendly in terms of location and accessibility.
- Staff must be trained and specialist cadres must be prepared to be able to communicate effectively with all customers of this segment in order to provide the necessary assistance to perform transactions in an easy and facilitated manner.
- Take into account that the documentation required from those customers are the same as the ones required from any other customer (except for the proof of disability status), as the account should be classified as “Special Needs Customer Account”.
- Take all appropriate and effective measures to ensure equal-basis treatment for customers with special needs with regard to the management of their financial affairs and equal access to banking services, credit facilities, and other forms of financial services.
- Banks shall offer banking transactions to customers with special needs with utter privacy, provided to offer them the option to have witnesses – **without that being a requirement** – upon performing such transactions, while letting

customers decide whether to accept the same or not. This aims to guarantee the principle of equality among customers and to reinforce the independence of such a segment, provided that banks should innovate and adopt alternative methods to verify and validate the identity and to ensure safeguarding the rights of customers and soundness of measures in line with the approved controls in the State of Kuwait, provided to secure a declaration from the customer stating the customer's willingness to perform the transaction without the presence of witnesses and to keep the documents confirming the same.

- Ensure to provide a mechanism of treatment that guarantees equal opportunities of access to banking services among customers with special needs, whether for those who have communication skills such as Braille Code or sign language, or those who do not have such skills.
- Facilitate the task of people with special needs and the judicial assistant.
- Allow customers with special needs to appoint a person/persons as their attorney (ies) to manage their bank accounts in case a customer so desires. In such a case, the bank should explain to the customer the associated risks, and the measures for terminating the power of attorney.
- Inform customers with special needs of all the rights, obligations, and risks before offering any banking services.
- Provide the same banking services to customers with special needs, including credit facilities and financing, offered by banks to any other customers, without adding any burdens to them — such as interest/profits, fees, or other charges, owing to the fact that those customers have special needs. Banks should take into consideration the necessity of guiding and making those customers aware of the risks involved in providing these services, taking into account the nature of their conditions compared to others customers.

- Provide access to cash withdrawals inside the branch for people with special needs without charging any fees.
- Banks should develop their websites and mobile Apps in line with the international accessibility standards, such as the Web Content Accessibility Guidelines issued by the World Wide Web Consortium. This is to ensure that persons with special needs are able to use these digital channels independently and securely. This should be observed as well upon making any updates or amendment to the website or the mobile App, in a manner that ensures the ongoing accessibility of this segment of customers to digital services in a constant and unhindered manner.
- The highest security levels must be provided when those customers use banking services online or through the mobile phone App.
- Banks shall develop and implement awareness programs and mechanisms for financial education that take into account the nature of the disability of individuals of this segment. This aims at reinforcing their accessibility to the features, and knowledge of, the risks of the financial products and services, while enabling them to make planned and effective financial decisions.
- Ensure that people with special needs are covered under the marketing and advertising policy, in a manner that guarantees effective communication of information to them in order to benefit from offered products and services.
- **Special Instructions for Speech and Hearing-Impaired Customers:**
 - Each bank must train some of its staff on sign language or appoint specialists in such a language to provide necessary assistance for conducting transactions of those customers with the bank.
 - Providing assistive technology devices such as Text Relay, which transforms speech into transcribed text, allowing for ease of communication of those customers with the bank.

▪ **Special Instructions for Blind/Visually Impaired Customers:**

a) **General Instructions:**

In this regard, banks shall comply with the following:

- Provide automated voice recordings either on the bank's website or through a device equipped with speakers in the bank, explaining the most important terms and conditions contained in contracts, **the forms**, and special documents signed by a blind customer as well as all the rights, obligations, and risks that may arise from any banking service, and **reading out** such texts in full to the customer before signing the contract.
- Use special forms to open the account, facilities contracts, and other financial transactions. In addition, it should be taken into account that the services, the bank statements, and notices sent to this category of customers must be printed in Braille Code, and to ensure that the customer has received the account-opening form, facilities contracts, and other contracts the customer may conclude with the Bank, while ensuring that documents used are in good condition and not worn out.
- Banks shall be committed to providing POS terminals suitable for the needs of visually-impaired customers, and that they should be equipped with Braille keyboards in order to ensure ease of use, and to enable customers to perform their banking transactions with independence and privacy.
- Help shall be offered to such customers in filling out the forms, leaving customers with the decision whether to accept such help or not.

b) **ATMs and ITMs:**

- Banks should provide ATMs and ITMs which are designed to meet the needs of persons with special needs, allowing them to use them independently and safely. These machines should be deployed to easily accessible locations, especially in public and vital places, while committing to announcing their

locations through appropriate means that enable such a segment to identify them and benefit from them.

- ATMs and ITMs should be equipped with voice services for sending and receiving, and equipped with speakers. Machines must be placed in a glass room that can be opened by means that ensure the highest levels of security and privacy for the user and guarantee them ease of accessibility.

c) Safety Deposit Boxes:

- Procedures and steps that precede the allocation of bank safety deposit boxes for blind and visually-impaired customers should not be much different from the procedures adopted for any other customer.
- Upon using safety deposit boxes, blind and visually-impaired customers may be granted the following options:
 - Personal use of the safety deposit boxes.
 - Using the safety deposit box with the help of a judicial assistant.
- In case a blind or visually-impaired customer demands that the person in charge of the safety deposit boxes be present during the opening of the box, the employee must satisfy the customer's demand in the presence of two staff members, one of whom will be the person in charge of the safety deposit boxes.

Appendix no. (2) provides a guideline for the minimum requirements needed upon dealing with customers with special needs.

3. Banking Services Offered to Limited and Low-Income Customers, Holders of Simple Service and Craft-Based Jobs, and Domestic Helpers:

- Banks shall take the necessary measures to remove any obstacles hindering the availability of account-opening to the above segments, while developing

the necessary Board-approved policies and updating bank procedures' guidelines, in line with the circular dated, June 20th 2024.

- Offering financial services that fit the abilities and needs of this segment, provided to notify customers of the terms and conditions and the associated risks before proceeding with the signing of contracts for such services.
- Developing a mechanism for notifying customers and giving them a suitable grace period to update their card's information before the bank places restrictions on the usage of the account or the banking card.
- Reinforcing awareness initiatives to increase the level of financial awareness for the said segments using all available means at banks and using various languages to ensure such is communicated to such segments in an easy and simplified manner, provided that such initiatives should include the dissemination of the bank account-opening mechanism, ways of using and managing such accounts, and how to counter and avert financial fraud attempts.

Tenth: Advertising & Promotional Materials

In this regard, banks shall comply with the following:

1. To ensure that their advertisements as well as all their promotional materials used in the provision of their products and services do not include untrue or inaccurate information, which may lead to misunderstanding by current or prospect customers, leading to taking wrong decisions.
2. To ensure that all the advertising and promotional materials of their products and services are easily read and understood by the public overall.
3. To take into consideration upon issuing any advertisements, or promotional materials, the legal responsibility which may arise due to the existence of incorrect data or information in such advertisements or promotional materials used in the sale of their products or services to customers.

4. To ensure not to advertise products or services with implied risks which could not be known except to specialists, and not to encourage customers to benefit from such services and products without any proper explanation about inherent risks.
5. Banks shall develop an advertising and promotion policy approved by the board of directors. Such a policy shall include the professionally and legally acceptable principles, rules, and practices with regard to advertisement or promotional materials issued by banks.
6. Customers Complaints Units at banks shall ensure that the advertising and promotion policy is in line with the rules and practices mentioned in the Customers Protection Guideline, at least, and that such does not include any message which could be misunderstood or misinterpreted. In case such units receive any inquiries or clarifications arising due to such promotional materials, immediate and appropriate actions shall be taken to remove any confusion or ambiguity regarding the same.
7. When banks announce that they have been awarded any award or certificates of excellence or any distinction whatsoever, they shall disclose the same by presenting sufficient information about the awarding entity, the mechanism, or approach according to which they have been awarded such certificates, as well as the criteria adopted by the awarding body.
8. If the financial product or service is characterized by free services for a specific period of time, the advertisement shall clearly mention that the product or service won't be free after the lapse of this period. It is also necessary to remind the customer of the same 3 months ahead of applying any fees or interest/profit rate. It is further prohibited to charge any fees or fines upon cancellation of the free product/service during the offer's period.
9. Upon advertising or promoting any product or service, the advertisement should provide customers with easy means for reviewing the terms and criteria that should be met in order to have access to the product or service. In case such information is provided through a digital channel, customers must be redirected to a webpage that

includes the criteria, terms, and conditions directly related to this advertisement or promotion.

10. Banks shall provide a mechanism that enables the customer to be in control of unsubscribing from or subscribing to receive communications or calls of advertising or marketing nature at any time. The customer must be notified of this mechanism through the channels and means approved by the bank.
11. Banks should be prohibited from promoting loans/financing by direct calls over the phone.
12. Not to offer cash or in-kind incentives whether directly, through draws, or through any other form to customers upon customers' receipt of credit facilities.

Eleventh: Customer Service Employees and the Marketers/Promoters of the Banks' Services and Products:

1. Customer Service Employees and the Marketers of the Banks' Services and Products shall be well aware of the legal and regulatory rules for customers' protection along with the provisions included in this Guideline and the controls relevant to their practicing of customer service jobs. In addition, they shall be aware of all the technical aspects of the service or the product provided to customers.
2. Upon selecting customer service employees and the marketers of the banks' services and products, banks shall observe a set of criteria that they shall develop, and which shall be satisfied by those employees, whether in terms of the term of service in similar jobs and the extent of knowing banking products and services, and in a manner that suits the complex level therein. Communication skills along with other personal characteristics, which are suitable for the nature of assigned tasks, shall be satisfied by the candidates who shall also have the necessary educational qualification and training.

Twelfth: Reinforcing the Tasks of the Customers Complaints Unit

In this regard, banks shall comply with the following:

1. The bank shall comply with the instructions issued by the Central Bank of Kuwait pertinent to the protection of banks' customers. The board of directors of each bank shall be responsible for verifying the same.
2. Each bank shall place in a plain sight (through the bank's Customers Complaints Unit, branches, website, and social media platforms) a written summary or an infographic of the procedures and steps to be followed by customers in case there is any complaint regarding their transactions with the bank, provided that such procedures shall determine the steps to be taken in case there is a complaint by the customer. Such steps should include the procedures to be taken in a gradual manner until the customer's complaint is finally resolved, including submission of a grievance to the CBK.
3. Customers complaints units at banks shall be responsible for verifying the extent of each bank's compliance with the Customers Protection Guideline in addition to compliance with other relevant instructions and regulations.
4. The board of directors in each bank shall be responsible for developing the policies and procedures that guarantee that the customers' complaints unit perform its roles in an efficient manner, provided that the unit shall present its reports in that regard to the board of directors in order to take the action they deem appropriate. Such units shall prepare an annual report on compliance with the Customers Protection Guideline. This report shall be presented to the board of directors of each bank including the unit's proposals and recommendations, provided that such a report shall be presented to the CBK whenever requested.
5. The mechanism of submitting the complaints should be clear to customers, and should be available in multiple languages in a manner that ensures it can be understood and easily used by all segments of the society.

6. The bank shall provide the complaining customer with a copy of the complaint submitted by him, indicating acknowledgement of receipt of this complaint and the date of receipt, if received personally. In case of electronic receipt, the bank shall keep a complaint receipt notification whether through receipt via registered or electronic mail sent by the customer, and it shall notify the customer of receiving the complaint via email or via SMS on the phone number registered with the bank.
7. A feature should be made available to customers allowing them to submit complaints electronically through the mobile App, by providing an electronic complaint form, while enabling the customer to electronically attach documents supporting his complaint, provided to notify the customer electronically of receiving his complaint and providing him with the response letter to his complaint electronically through the said App, and that the response letter be printable in case the customer desires to submit a grievance to the CBK.
8. The Unit shall respond to the customer within (5) business days at most from the date of receiving the complaint, either by delivering the response letter by hand, through email, or by certified mail. In cases requiring study period that exceeds (5) business days due to the need to receive response from external parties concerned with this complaint, the customer must be immediately notified of the same by virtue of a letter to be delivered to him in the manner so mentioned above, while the bank shall be committed to notifying the customer in writing immediately upon the completion of studying the complaint, within two (2) business days at most from the date of the response of the other concerned party.
9. In case customers are unable to resolve the reasons for their complaints through customers Complaints units at banks, they shall file a grievance with the Complaints Processing Department at the CBK.
10. Customers Complaints Units at banks shall verify that the customer has reviewed all the documents presented to him by the bank upon receiving any service or product, and that the customer has received a copy of such documents by obtaining the customer's signature to acknowledge receipt.

11. The bank shall develop indicators for measuring the processing of received complaints directly to the bank, including (measuring customers' satisfaction and measuring the quality of complaints' processing), and shall present the results of the indicators to the CEO on a quarterly basis.
12. The Customers Complaints Unit at the bank shall present a written opinion to the customer on the subject of the existing complaint, while supporting this opinion with proper reasons. The opinion shall include the corrective actions to remedy the subject complaint, if any. As regards complaints or disputes made by phone, it shall be at the bank's discretion to refer the same to the bank's complaints' unit or to other various departments and bodies at the bank. It is necessary to develop an internal control system that guarantees finding proper solutions and the non-recurrence of such complaints or disputes received by phone in the future.
13. When the respondent bank initiates corrective action with regard to the complaint of any of the customers, especially with regard to the violation of CBK's instructions and the applicable internal procedures at that bank, the bank shall study the conditions of the remaining customers to ensure that similar violations are non-existent without waiting for other customers to submit complaints regarding the same subject of the complaint.
14. Banks shall treat complaints submitted to them by customers in the same manner as they used to do before. In case banks desire to fully control the process of submitting complaints by customers to them, they may place guidelines that explain the difference between inquiries and suggestions on the one part, and complaints which are dealt with and responded to in writing within (5 business days). This should be done before customers submit their complaints through the mobile App. In case such customers submit inquiries and suggestions through the said App despite such guidelines being posted by banks, banks should have procedures in place that allow them to take the necessary action in that regard.

15. The bank can add a feature for submitting inquiries through the bank's Mobile App, so that the feature of submitting complaints is separate and independent from the feature for submitting inquiries by customers, thus enhancing the processing of each path, provided to deliver the bank's response to inquiries within (5 business days).
16. In cases where a complaint is resubmitted without presenting any new information, evidence, or circumstances warranting reconsideration, the bank may dismiss the complaint. The customer shall be notified in writing or through a reliable communication channel of the decision, including the reasons for dismissal. Records documenting this decision shall be retained by the bank.
17. Banks should give due care to their customers of special needs, and should facilitate the mechanism of submitting complaints in a manner that fits their conditions.

Thirteenth: Customers' Responsibilities and Obligations

Within the framework of determining the customer's responsibilities and obligations, the customer shall abide by the following:

1. All the information submitted to the bank he deals with must be true.
2. To review all the documents provided to him by the bank upon obtaining any service or product, and it is important for him to know any fees, commissions, or any obligations, or responsibilities arising from the same upon him. The customer shall maintain a copy of such documents before the creation of any financial or banking obligation.
3. In case the customer does not understand any of the conditions or procedures related to the service or the product he seeks to obtain, he shall submit his inquiries to the competent employees at the bank in order to be able to take his decisions with clear and holistic vision.
4. Customers shall comply with the procedures for submitting the complaints, including the procedures for submitting a grievance to the Customers Complaints Unit at the CBK.

5. Customers shall identify the risks which may arise from the use of the service or product offered by the bank, through inquiries to be directed to specialists about the consequences of such risks. Thus, customers shall avoid such risks whenever possible.
6. Customers shall choose from among the products and services offered to them, and pick the ones that best suit their circumstances and actual abilities in a manner that meets their actual needs.
7. Promptly notify the bank upon becoming aware of any banking transactions conducted on their accounts without authorization or without their knowledge.
8. To be cautious and careful about maintaining the confidentiality of the information of his transactions with the bank, and not to disclose the same to any other party in order to safeguard his funds.
9. In case the customer faces any financial difficulties hindering him from being committed to fulfilling his contractual conditions or that prevent him from using the services and products offered to him, he shall seek the consultation and advice of the banks' competent employees.
10. The customer shall update his personal and banking information with the bank whenever required by the bank or whenever such is changed by the customer.
11. As an emphasis to the banking secrecy, and in the event that the customer needs the dealing bank to communicate with him via regular mail or electronic mail, the customer shall use his own mailing address in order not for others to view his personal and banking information should the customer use an address that does not belong to him.
12. If the customer needs to give an authorization or a power of attorney to a third party to make dealings using his own account or money which is deposited with the bank, he shall be cautious about the powers and information he grants to any such party, and shall take the necessary action with immediate effect upon his desire to cancel such a power of attorney, and shall notify the bank of the same.

13. The customer shall neither sign any blank financial documents or blank contracts nor sign such documents with incomplete data. Customers shall review all the documents provided to them by the bank before signing the same.
14. The customer shall maintain copies of the documents of transactions with the bank and keep them in a safe place in a manner that makes it easy to retrieve them whenever necessary.
15. The customer shall abide by submitting any complaint for a specific subject only once, and to wait for the official response within the period determined for the response, unless any updates or new information or evidence arise, which requires resending.

Appendix (1): Illustrative Example - Key Fact Statement

The below illustrative example shows the minimum information that needs to be included in the Statement of Key Information for the Credit Card Product.

Key Fact Statement

Card Name	
Card Type	State whether it is a fully charged or revolving card
Card Credit Limit	
Card Annual Fees	
Any Other Fees Related to the Card	
Card Minimum Repayment	State amount and repayment period
Annual Percentage Rate "APR"	State all fees and interest adding up to this percentage: (0.5%+ a maximum of 2.5%+discount rate) +fees
Rewards and Cashback	State the percentage, calculation method, and maximum, if any.
Card Benefits	
State the procedures and consequences arising in case of payment default.	
State whether bank is vested with the right to revise the terms and conditions, and determine the period of the notice to be served before effecting any changes to the terms and conditions or the interest/profit rates, fees, and other key clauses.	

Appendix (2): Guidelines to Banks on the Minimum Requirements upon Dealing with Customers with Special Needs

- Allocate special account numbers to customers with special needs to distinguish them from other bank customers to speed up and facilitate the services provided to them either by phone or in case the customer attends in person to the Bank.
- Staff must be trained and specialist cadres must be prepared to be able to communicate effectively with all customers from this segment in order to provide the necessary assistance to perform transactions in an easy and facilitated manner.
- Develop bank's websites and mobile Apps in line with international accessibility standards, such as the Web Content Accessibility Guidelines.
- Provide the following requirements as a minimum:

Hearing Disability	Vision Disability	Physical Disability
<ol style="list-style-type: none"> 1. Train some of the staff on sign language. 2. Use Text Relay, which transforms audio conversations into transcribed text and vice versa, at bank's branches, website, or the mobile App. 	<ol style="list-style-type: none"> 1. Provide contract forms printed with Braille Code. 2. POS terminals equipped with Braille keyboards. 3. Provide ATMs and ITMs that are equipped with Braille keyboards and deploy them to vital places. 4. Provide automated voice recordings and screen readers equipped with speakers inside the bank to explain key information. 5. Provide screen readers for the bank's website and Apps, and comply with the relevant international standards such as (WCAG), while 	<ol style="list-style-type: none"> 1. Provide ramps or assisting lifting devices to guarantee accessibility to ATMs or ITMs or the banks' branches. 2. Prepare the infrastructure at all branches of the bank to ensure easy accessibility such as providing wide entrances, exits, and corridors. 3. Offering an alternative input process through tech or software instruments with no need for direct touch or traditional writing, in order to enable them to have access to digital banking services, while complying with relevant

	ensuring security features.	international standards, including — but not limited to — WCAG, while ensuring security features. 4. Providing ATMs and ITMs while ensuring appropriate height thereof.
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**Customers can communicate with Boubyan Bank's Complaints and
Customer Protection Unit through:**

 **Tel No: 22325888**

 **E Mail: complaintunit@bankboubyan.com**

Customers can also get more information by visiting

 **Boubyan Bank website: www.bankboubyan.com**