



Finance  
Company



Investment  
Company



Bank

Please Follow these Steps:

(Regarding Credit/Finance)



**1** File a written complaint to that entity on the designated form available in all of its branches.



**2** The entity should respond to the complaint in writing within 30 working days of submission.



**3** If the entity's response is not satisfactory, an appeal may be filed to the CBK attaching with it a copy of the entity's response and the other necessary documentation.



Exchange  
Company

If the entity's is an exchange company regulated by the CBK, please visit the CBK headquarters to file a complaint on the designated form available at the CBK's reception.

Consumer's Protection Unit 1864444    [www.cbk.gov.kw](http://www.cbk.gov.kw)

**COMPLAINT FILING MECHANISM  
FOR CBK REGULATED ENTITIES**



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**بنك الخليج**  
**GULF BANK**