



STEPS TO FILE A COMPLAINT AGAINST A CBK REGULATED ENTITY

In Case the Complaint
is against



Bank



Finance
Company



Investment Company
(Regarding Credit/Finance)

Please follow these steps:



1
File a written complaint to that entity on the designated form available in all of its branches. Client shall receive a dated receipt.



2
The entity should hand in a receipt bearing submission date, and respond to the complaint in writing within 15 business days of submission date.



3
If the entity didn't respond or its response was not satisfactory, an appeal may be filed to CBK attaching a copy of the entity's response and required documentation.



Exchange
Company

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

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