

Customers' Complaints Unit

Date :

Customer Complaint Form

Name		Name of Bank	
Account No.		Branch	
Tel. No.		Fax No.	
Address		E. Mail	

Subject matter of complaint :

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Enclosed documents , if any

No. documents

.....

Declarations :

I hereby declare that all the abovementioned information is true and authentic and I'll be held fully liable for any inaccurate information. I further declare that the subject matter of the complaint is not brought before the courts and I confirm that I am not entitled to take any other action in case an agreement with the bank has been made on any rectified measure to the complaint issue and such corrective measure is implemented by the bank. I am further committed not to file any complaint to the Central Bank of Kuwait on the same subject.

Signature

Remarks :

Complaint may be delivered in any of the following ways :

1. By hand to Bank's Complaint Unit: *Kuwait City, Ahmed Al-Jaber St., Zumorroda Tower, M1*
2. By mail to Bank's Complaint Unit: *Post Box 461 Dasman 15455, Kuwait*
3. By email to Bank's Complaint Unit: kuwaitcomplaint@mashreqbank.com

Note : Customer's complaint filed shall be answered within 30 business days as from the receipt of the complaint by Complaints Unit .