

Complaints Handling Guide

Bahrain

November 2022

Bank ABC is dedicated to providing you with the highest standard of service. Should you have a complaint about the service you have received, please use one of the following channels to contact us.

Complaints Channels

- Bank ABC website [Complaint Form](#)
- Complaints Officer:
Telephone (Direct): +973 1754 3355
Telephone (General): +973 1754 3000
PO Box: 5698, Manama,
Kingdom of Bahrain
Email: Client.complaints@Bank-ABC.com
- Your Relationship Manager

Complaints Handling Procedure

Step 1: You will receive a written acknowledgement of your complaint within 3 working days. If we are unable to provide an immediate solution, you will be provided with the approximate time framework required to resolve the matter and a Complaint reference number.

Step 2: You will receive a final written response of the Bank's decision within 15 working days.

Escalation of a Complaint

If you do not receive a response or are not satisfied with the Bank's decision, you have the right to refer the case to the Central Bank of Bahrain (CBB) within 30 calendar days from the date of receiving the Bank's final written response.

You can submit a Complaint Form through the CBB's website: [Complaint Form](#) or through the below contact details:

Consumer Protection Unit
Central Bank of Bahrain
King Faisal Highway, Diplomatic Area
Building 96, Road 1702
Block 317, Diplomatic Area
Manama, Kingdom of Bahrain
Telephone: +973 17547789
Fax: +973 1753 0399
E-mail: complaint@cbb.gov.bh



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Licensed as a conventional wholesale bank by the Central Bank of Bahrain