

Complaints Handling Guide

Singapore

August 2023

Introduction

Bank ABC is dedicated to providing a high standard of service in dealings with customers. If our level of service has failed to meet your expectations, we would like you to tell us.

Complaint Channels

Should you have a complaint about the service you have received, please use one of the following channels to contact us.

- Your Relationship Manager or usual contact at Bank ABC
- Singapore Customer Complaints Officer

Arab Banking Corporation B.S.C. (Singapore Branch)

Phone (Direct): +65 6540 9345

Email: singapore.complaints@bank-abc.com

Address: 9 Raffles Place, #40-01, Republic Plaza, Singapore 048619

- Bank ABC website Complaint Form at [Client Complaints \(bank-abc.com\)](http://Client.Complaints(bank-abc.com))

Complaints Handling Process

We have a process to handle your complaint.

You will receive a written acknowledgement of your complaint within 3 working days of receipt. If we are unable to provide an immediate solution, we will investigate the complaint expeditiously.

We will provide a written response to you within 15 working days of receipt.



T +65 6540 9339

www.bank-abc.com

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Bank ABC Singapore Branch is licensed as a wholesale bank by the Monetary Authority of Singapore