

# Complaints Handling Guide

DIFC Branch

September 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
- Customer Complaints Officer

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

Phone (Direct): +971 4 247 9335

Phone (General): +971 4 247 9300

Email: [DIFC.complaints@bank-abc.com](mailto:DIFC.complaints@bank-abc.com)

Address: Office C1205, Level 12, Burj Daman, P.O. Box 507311, DIFC, Dubai, U.A.E

- 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 +971 4 247 9300

[www.bank-abc.com](http://www.bank-abc.com)

Office C1205, Level 12, Burj Daman, P.O. Box 507311, DIFC, Dubai, U.A.E.

Bank ABC (DIFC Branch) is a branch of Arab Banking Corporation (B.S.C.)

Regulated by Dubai Financial Services Authority