

Complaint form

We apologize to you if any difficulty occurs in obtaining any of the services provided by the bank or with any of its employees or through the followed procedures. We kindly ask you to fill out the following form and submit it to the bank. We will consider your complaint and respond to it as soon as possible, as follows: described in this form, and the complaint will be treated with the utmost confidentiality and credibility.

Complaint Details

Complaint Date: / /

Complaint Type: New Complaint Objection to bank's response to a prior complaint

Concerned department: Branch:Complaint Reference #.....

(In case of objection from the previous complaint)

Client Data

Are You a bank Client: Yes No

Complaint Classification: Individual Company

Characteristics of the complainant Client Client representative Company representative/commissioner

Client Full Name:

NID number/Passport number/Others:

Company Name: Commercial register #.....

Account Number (if any): Mobile #

Landline: Email:

Mailing Address:

Preferable mean of communication: Mobile Landline Email Postage

Complaint Subject

Any attachment with the complaint: Yes No If any please state type of documents and attach it

Information that interests you

- Dear customer, please note that you must return to the bank first and wait for the response from the bank before submitting a complaint to the Central Bank of Egypt.
- We seek to provide better service, so if you wish to submit any complaints or suggestions regarding any of the services or products provided by the bank or any of its employees or the procedures followed by the bank, we are fully prepared to receive your complaints through any of the following means:
 - 1 - Contact the customer service center at 19123 knowing that calls may be recorded for reference when needed.
 - 2 - Visit the bank's website. www.bank-abc.com
 - 3 - Send an email with your complaint to Egypt.complaints@bank-abc.com
 - 4 - Visit the nearest bank branch, fill out the complaints form, and hand it over to the customer service employee.
 - 5 - Contact the Customer Rights Protection Unit on the number +2 02 25861029 or by visiting the bank.
 - 6 - The bank's social media sites, mentioning the bank's social media site.
- Within two working days maximum - from the date of registering the complaint, the bank representatives will notify you of the complaint reference number, and inform you of the period necessary to examine the complaint.
- Please keep the complaint reference number through which you can follow it up by mentioning the complaint follow-up channels
- Please note that your complaint will be responded to within 15 working days from the date of receipt of the complaint.
- In the case of complaints related to transactions with external parties, the examination may take more than 15 working days, and in this case we will contact you to notify you of the period required for study and response.
- The bank can refer all or part of the complaint to another bank; If the subject of the complaint falls under total or joint liability with that bank.
- If you are not satisfied with the bank's response to your complaint, the complainant must return to the bank and notify it in writing of that within a maximum of 15 working days from the date of receiving the response from the bank. Otherwise, failure to object is considered an acceptance of the bank's response.
- In this case, the bank representatives will, within two working days - maximum - from the date of registering the objection, provide you with evidence of receipt of your objection with the same reference number accompanied by the date of its submission.
- The bank will reconsider the complaint if it receives a notification that the bank's response to the complaint is not accepted within the specified period, and the final response within 15 working days from the date of receipt of the notification.

Acknowledgments

- I declare that if the subject of the complaint falls under total or joint liability with another bank, the bank has the right to refer all or part of the complaint to that bank, in accordance with the procedures and controls contained in the instructions for the complaints handling mechanism issued by the Central Bank of Egypt (This will not be considered a violation of the disclosure of confidentiality of accounts according to Egyptian law).
 - I declare received a copy of the complaint on the date I signed it.
- Terms and conditions shall apply

Signature of complaint issuer

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