



Customer Complaints Unit

Date :

Complaint Form

Name :	C.V ID No.:
A/C NO. :	Branch :
Tel. NO. :	Fax No. :
Address :	Email :

Complaint Subject :

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Statement of attached documents , if any

No documents

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Disclosures:

I acknowledge that all the information I have made above is correct and consistent with reality and I take full responsibility for the incorrectness of this information, as well as the fact that the subject of the complaint is not visible to the judiciary, and I am committed not to take any further action if I agree with the company to make a corrective action to the subject matter of the complaint and the company's full implementation of this procedure. I also commit not to re-file any complaint with the CMA on that subject .

Reviews :

Receive complaints in one of the following ways

1. Manually to the company's complaints unit.
2. Mailed on behalf of the head of the company's complaints unit .
3. E-mail on behalf of the head of the company's complaints .

Note: The complaint filed by the client will be answered within 30 working days of the date of the complaint to the company's complaints unit.