

Customer Complaints

Date / /

Head Office- P.O. 2620 Safat 13027 Kuwait – Website : www.nbad.com – E-mail : customersupport.kuwait@nbad.com

Complaint Form

| | | | | | |
|-------------|---|-------|--------|---|-------|
| Name | : | | C.I | : | |
| Account No. | : | | Branch | : | |
| Tel. No. | : | | Fax | : | |
| Address | : | | E-mail | : | |

The Complaint:

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Attached Document, if any Attachment

No

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Acknowledgment:

I hereby acknowledge that the afore-mentioned information is correct and true, and I bear full responsibility if the otherwise is established. I further acknowledge that the complaint is not brought to courts and that I may not have the right to take any other action in case of reaching an agreement with the bank on corrective measures and after the bank's application of such measures. Moreover, I undertake not to submit any further complains to Central Bank of Kuwait in this regard.

Remarks:

Signature:

Complaint is to be submitted:

- 1. By hand to NBAD's Complaints Coordinator;**
- 2. Via mail to NBAD's Complaints Coordinator; or**
- 3. Via email .**

Note: Complaints Unit will respond to the complainer within 30 business days from the date of receiving the complaint.