

## Customer Complaints Guidelines

NBAD strives to achieve the highest standards in customer care in line with Islamic banking. To this end, we appreciate your feedback and suggestions that would help us enhance our services. You may reach us via the following channels:

- Call Center at 1820 120 or 22 90 4141
- Email us at: [Customersupport.Kuwait@nbad.com](mailto:Customersupport.Kuwait@nbad.com)
- Send Mail: Write down your concerns and send them to P.O. Box 2620 Safat 13027 Kuwait - Complaints Unit.
- Visit any branch and drop your suggestions/complaints in the complaints box.

### What are the next steps?

We welcome all complaints, feedback & suggestions and respond to the same within 30 business days from the date received by the Complaints Unit.