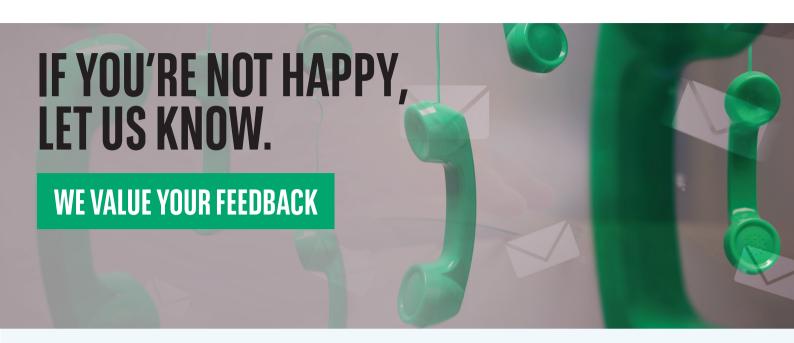


# The bank for a changing world



#### **HAVE A COMPLAINT?**

As your partner, we are keen to hear any concerns that you may have in relation to the quality of service that was provided to you.

# We hear you.

#### What to do?

Contact our client service team to express your dissatisfaction or complaint.

- Email: complaints.mea@bnpparibas.com
- Toll Free Number: 80011001

## We listen to you.

#### What next?

We will acknowledge receipt of your complaint within 5 working days.

We are also committed to providing you with a written update or closure letter within 10 working days.

#### We care about you.

#### Not satisfied?

If you are not satisfied with our response, you can send an email to our Customer Complaint Officer at the following,

Name: Hussain Ramadan Tel: +973 17 866 525

email: hussain.ramadan@bnpparibas.com

#### We understand you.

#### Still not satisfied?

If you feel that your complaint has not been resolved to your satisfaction, you can contact the Consumer Protection Office at the Central Bank of Bahrain.

Telephone: +973 17547789Website: http://www.cbb.gov.bh

### **BNP PARIBAS - BAHRAIN**

Client Service Desk: 8001 1001 (Toll Free) | International Call Number +973 17866626

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