

Complaint Handling Procedure



- 1 Any expression of dissatisfaction about a product or service that is not resolved at the first point of contact is a complaint.
- 2 You may contact the Bank and submit your complaints through the following channels:

Phone	Customers can contact the Call Centre at +97126902222 or +97143763333
Branch	Customers can submit their written complaints at the branch.
E-mail	Customers can contact the Bank's Customer Complaints Committee by e-mail at complaints.nbbuae@nbbonline.com .
Account officer	Customers can contact their account officers and submit their complaints.
Letter	To, Customer Complaints, National Bank of Bahrain, P. O. Box 46080, Abu Dhabi UAE or Customer Complaints, National Bank of Bahrain, P. O. Box 120009, Building 3, Emaar Square, Dubai, UAE

- 3 We urge you to first contact the bank for any complaints and approach CBUAE only for escalation purposes in case your complaint has not been resolved by the Bank in time or to your satisfaction.
- 4 The Bank will provide an acknowledgement (letter/e-mail/reference number) and stipulated turnaround time to the customer (within 2 working days) on receipt of a complaint. The customer should provide this reference number for all future correspondence concerning this complaint.
- 5 You should send complaints against any NBB staff, directly to the Customer Complaint (e-mail : complaints.nbbuae@nbbonline.com or letter addressed to To, Customer Complaints, National Bank of Bahrain, P. O. Box 46080, Abu Dhabi, UAE or Customer Complaints, National Bank of Bahrain, P. O. Box 120009, Building 3, Emaar Square, Dubai, UAE) and not through any other channel in order to ensure confidentiality, impartiality and effectiveness in handling such complaints.
- 6 The Bank will advise the customer about the Bank's final decision in writing within 4 weeks of receiving the complaint.

Closer to you

Licensed by CBB as a conventional Retail Bank.