Customer Complaints

Complaint Form

Date: _____

Customer details

Name: _____	Civil ID No.: _____
Account No.: _____	Branch: _____
Telephone No.: _____	Fax: _____
Address: _____	Email: _____

Complaint details

Supporting documents

☐ Documents attached ☐ No documents

List attached documents, if any

Declaration

I hereby acknowledge that all the information mentioned above is true and correct, and I bear full responsibility for the accuracy of such information, and I also acknowledge that the subject of this complaint is not seen before a court. I undertake to refrain from taking any action in the event that I have agreed with the Bank to rectify such subject and will comply with the implementation by the Bank of this rectification. If an agreement is reached, I further undertake not to submit any complaint to the Central Bank of Kuwait in respect to the same subject.

I acknowledge receipt of a copy of the complaint form.

Signature: _____

Submission and response

The customer may submit the complaint by any of the following methods:

1. In person to the Complaints Officer in the Bank's Legal Department.
2. By registered mail addressed to the Bank's Complaints Officer.
3. By email addressed to the Bank's Complaints Officer.

The Bank will respond to the customer's complaint within 5 working days of receiving it.

☐ By hand ☐ By registered mail ☐ By email

Complaints Officer: Legal Department, 12th floor.
Bank: The Industrial Bank of Kuwait, Ahmad Al-Jaber Street, Kuwait City, P.O. Box 3146, Safat, Kuwait.
Complaints email: complaints@ibkuwt.com
Tel: 22337000 | Fax: 22406592 |
Commercial Registration: 20159 | Paid-up capital: 20 million Kuwaiti dinars

Classification: INTERNAL