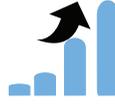


STEPS TO FILE A COMPLAINT REGARDING  
A CBK REGULATED ENTITY



Finance  
Company



Investment  
Company

(Regarding Credit/Finance)



BANK

Please Follow these Steps:



1

File a written complaint to that entity on the designated form available in all of its branches.



2

The entity should respond to the complaint in writing within 15 working days of submission.



3

If the entity's response is not satisfactory, an appeal may be filed to the CBK attaching with it a copy of the entity's response and the other necessary documentation.



Exchange  
Company

If the entity is an exchange company regulated by the CBK, please visit the CBK headquarters to file a complaint on the designated form available at the CBK's reception.



Scan for more info