



# STEPS OF FILE A COMPLAINT AGAINST A CBK REGULATED ENTITY

In Case the  
Complaint is against



Bank



Finance  
Company



Investment Company  
(Regarding Credit/Finance)

## Please Follow these Steps:



# 1

File a written complaint to that entity on the designated form available in all of its branches. Client shall receive a dated receipt.



# 2

The entity should hand in a receipt bearing submission date and respond to the complaint in writing within 15 business days of submission date.



# 3

If the entity didn't respond or it's response was not satisfactory, an appeal may be filed to CBK attaching a copy of the entity's response and required documentation.



Exchange  
Company

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

بنك الكويت المركزي  
CENTRAL BANK OF KUWAIT

[www.cbk.gov.kw](http://www.cbk.gov.kw)

Consumers Protection Unit 1864444



50888225



Commercial Bank of Kuwait



AlTijariCBK

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1-888-225 [cbk.com](http://cbk.com)