

Complaint Form - Loans

Name :
CRN :
Telephone # :
Address :
Email :

Portfolio Number :
Fax # :

The complaint

Please attach all supporting documents to this form.

Acknowledgment:

I hereby confirm that the afore-mentioned information is correct and true, and I bear full responsibility if it is established otherwise. I further confirm that the complaint is not brought to courts and that I do not have the right to take any other action in case of reaching an agreement with the Company on corrective measures and after the Company's application of such measures. Moreover, I undertake not to resubmit further complaints relating to this matter to Central Bank of Kuwait if the corrective measures were agreed with and implemented by the Company. I understand that the investigation would stop in case the same issue is brought to court during the next 30 days.

Signature:

Date:

Remarks:

You may submit the Complaint:

- By hand delivery to 'Compliance Department' located at Kuwait Financial Centre K.P.S.C. "Markaz," Universal Tower, 14th Floor, Ahmad Al-Jaber St, Sharq, Kuwait;
- By courier/post to 'Head - Compliance' at Postal Address: P.O. Box 23444, Safat 13095, State of Kuwait;
- By email to the 'Compliance Department' at complaints@markaz.com;
- By dropping it at the Complaints Box located at Duaij Building, Ground Floor, Mubarak Al-Kabeer St, Al Qiblah, Kuwait.

Note: Your complaint will be handled by an independent Compliance Department. The Compliance Department will respond to your complaint within thirty (30) business days from the date of receipt thereof. Please contact us at +965 2224 8000 or +965 2224 8528 / 2224 8553 for any further clarifications.