

A Message to Our Valued Customers,

Bahrain Islamic Bank B.S.C considers Customer Service a significant performance evaluation tool. Nevertheless, some customers understandably have feedbacks, suggestions, or might raise a complaint for one reason or another. In such cases the Bank has given them every right to air their grievances, using the below channels.

Complaint Logging Channels

- Call our 24 Hour Contact Center On **17515151**
- Visit any of our branches and get in touch with a Customer Service Representative or a Branch Manager.
- Write formally to our Complaints Officer, P.O. Box 5240 Manama, Bahrain; or Email us at **Complaint@bisb.com**. Or call us directly on **17515199** during working hours.

Acknowledgment and Response to Complaints

- We urge you to use the above formal channels to avoid any delay in processing your request.
- If we are unable to resolve the matter immediately, we will update you with the status of your complaint by calling or emailing you.
- If the complaint takes more than 2 working days for us to investigate, we will keep you informed of the expected timeframe for resolution of your complaint.
- The Bank shall endeavor to resolve your complaint within 30 working days and formally respond to you.
- To provide you with an update on your complaint, we will be contacting you on the contact numbers or email you with your contacts available in our records.
- In all cases We will send a written acknowledgement of your complaint by way of a letter or an email within 5 working days.