

A Message to Our Valued Customers,

Bahrain Islamic Bank B.S.C considers Customer Complaints very seriously. The Bank's aim is to provide the best possible service to its customers without having any complaints. However, if any customer has a complaint, 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 **Complaints@bisb.com**
- Or simply submit your complaint through the complaint form ("**Complaint Form**") at **BisB.com**

Acknowledgment and Response to Complaints

- We urge you to use the above Complaint Logging Channel to avoid any delay in processing your complaint.
- If we are unable to resolve the matter immediately, we will update you with the status of your complaint by calling or emailing you on the details provided in our records or otherwise provided by you in the Complaint.
- 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 and provide a response within 30 working days from the date of the Complaint submission.
- In all cases, we will send a written acknowledgement of your complaint by way of a letter or an email within 5 working days.

