

Complaint Procedure Guide

At HSBC, your opinion matters. Should you have a complaint about the service you have received, please use one of the following channels to provide us with your feedback. HSBC Bank Middle East Limited has a Complaint Handling process in place, details of which are provided below.

- Call us or visit the nearest HSBC Branch or Customer Service Centre:

| | | |
|--------------|-----------------|--------------------------------------|
| Call Centre: | Within Bahrain | 8000 1900 or 1756 9999 |
| | Outside Bahrain | +971 4228 8007 |
| Premier: | Within Bahrain | 8000 1288 |
| | Outside Bahrain | +971 42241000 |
| Advance: | Within Bahrain | 1756 9569 |
| | Outside Bahrain | +973 1756 9569 |

Visit www.hsbc.com.bh/waystobank in order to locate the nearest branch or Customer Service Centre.

- **E-mail or Write to us:**

Visit www.hsbc.com.bh and click on "Complaints & Feedback" You will receive a notification acknowledging your complaint and you will be contacted within 2 working days.

In the event that we are unable to provide an immediate solution to your complaint, you will be provided with a Complaint reference number, together with the approximate time frame required to resolve the matter. You will be contacted by the committed date with a full response.

- **Escalation of a Complaint**

If you are not satisfied with the response you have received by lodging your complaint through the channels provided above, if you do not receive a response within the time frame communicated, you may escalate the issue to the Complaints Handling Officer:

Email:
customerexperiencebh@hsbc.com

Letter, please write to:
**Complaints Handling Officer, P.O. Box 57,
Seef, Manama, Kingdom of Bahrain**

We will contact you within two working days following the receipt of your correspondence.

- **Customer not satisfied with the Bank's Response**

If you do not receive a reply from the Bank within 4 weeks from the Customer Complaints Officer or you are not satisfied with the Bank's final decision, you have the right to refer the case to the Central Bank of Bahrain (CBB) within 30 calendar days from the date of receiving the Bank's letter. You can submit the case through the 'Complaint Form' on the CBB's website www.cbb.gov.bh

