



BNP PARIBAS

The bank
for a changing
world

IF YOU'RE NOT HAPPY, LET US KNOW.

WE VALUE YOUR FEEDBACK

HAVE A COMPLAINT?

As your partner, we are keen to hear any concerns that you may have in relation to the quality of service that was provided to you.

We hear you.

What to do?

Contact our client service team to express your dissatisfaction or complaint.

- Email: complaints.mea@bnpparibas.com
- Toll Free Number: **80011001**

We listen to you.

What next?

We will acknowledge receipt of your complaint within 5 working days.

We are also committed to providing you with a written update or closure letter within 10 working days.

We care about you.

Not satisfied?

If you are not satisfied with our response, you can send an email to our Customer Complaint Officer at the following email address: s.hari@bnpparibas.com

We understand you.

Still not satisfied?

If you feel that your complaint has not been resolved to your satisfaction, you can contact the Consumer Protection Office at the Central Bank of Bahrain.

- Telephone: **+973 1754 7789**
- Website: <http://www.cbb.gov.bh>

BNP PARIBAS - BAHRAIN

Client Service Desk: 8001 1001 (Toll Free)

Licensed by the Central Bank of Bahrain as a Conventional Retail Bank, P.O. Box 5241, Manama, Kingdom of Bahrain, Tel.: +973 1786 6600, Fax: +973 1786 6601, Swift BIC: BNPPABHBC, Bahrain Financial Harbour, Financial Center - West Tower. Website: mea.bnpparibas.com

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BNP Paribas, French Public Limited Company with capital of 2,494,005,306 euros-Head Office: 16, Boulevard des Italiens, 75009 Paris-RCS Paris 662 042 449.