

Complaint Form

Date

Customer's Full Name*

Branch

Account Number

Time of Visit

Phone / Mobile Number

Address

E-mail

Preferred Means of Contact

- ☐ Phone
- ☐ E-mail
- ☐ Other

Preferred Time of Contact

- ☐ 9 AM - 12 PM
- ☐ 12 PM - 3 PM

Type of Complaint

- ☐ Staff performance
- ☐ Quality of service
- ☐ Timeliness of service
- ☐ Transparency
- ☐ Products and channels
- ☐ Other

Service or Product Type

- ☐ Bank accounts
- ☐ E-channels
- ☐ Cards
- ☐ Retail loans
- ☐ Corporate facilities
- ☐ Other

*Mandatory field in order to process the complaint

Complaint Details

Thank you for choosing Arab Bank

Notes:

Please place the form in the Suggestions and Complaints Box available in all branches. Kindly enclose a copy of the relevant documents, if any. Kindly note that we will contact you within 3 working days from the date of receiving this complaint. The response time shall not exceed 15 days unless exceptional and/or client related delays occur. You can also send your complaint or follow it up at the following e-mail address: complaints.management@arabbank.com.lb, or by calling 961-1-980240.

البنك العربي
ARAB BANK



Beginnings never end