

At Credit Libanais SAL Bahrain, we appreciate and value feedback on your experiences with our products and services. If you feel dissatisfied with us in any way, we would like you to inform us so that we can serve you better.

Complaints / Feedback Logging Channels:

1. You may complete the Customer Complaint form and submit it in the complaint box available at the branch, or by any other means of communication you choose.
2. You may call our branch during working hours 8:00 AM till 04:00 PM Sundays to Thursdays at 17560570, or our 24-hour Help Desk Number at +973 33 501 222.
3. You may visit our website www.creditlibanais.com, please go to the link:
<https://www.creditlibanais.com.lb/transparencandawareness/feedbackcomplaint>
4. Write to Bahrain Branch Complaint Officer. Our Complaint Officer will review your complaint, follow up your feedback, and provide you with an appropriate response along with the various options that are available for you to pursue the matter further within Credit Libanais. Details of our Complaint Officer can also be found on our website:
<https://www.creditlibanais.com.lb/Products&Services/Services/33/bahrain-branch>
5. Evidently, we always want to resolve any concerns you raise with us internally. However, where you are not satisfied with our final response or if eight weeks have passed since you first raised the matter with us, you have the right to refer your case to the Central Bank of Bahrain (CBB), on the following contact details:

Compliance Directorate
Central Bank of Bahrain,
King Faisal Highway,
Diplomatic Area, Building 96, Road 1702, Block 317
Manama, Kingdom of Bahrain
Telephone: +973 1754 7777 , Fax: +973 1753 0399
E-mail: compliance@cbb.gov.bh

Acknowledgement and Response to Complaints:

1. We will endeavor to resolve your complaint at the first point of contact. If resolved, we will deem the complaint as closed.
2. If we are unable to resolve the matter immediately, we will update you on the status of your complaint by calling you on the contact number provided by you at the latest in 2 working days.
3. If the complaint takes more than 2 working days for us to investigate, we will keep you informed of the expected timeframe for resolving, and will update you of the closure of the complaint not later than 4 weeks from the date of receipt of your complaint.
4. If your complaint is received in writing, we will send a written acknowledgement by way of a letter at the latest in 5 working days or by email within 2 working days. We will endeavor to provide you with a timeframe within which we expect the issue to be resolved.
5. Upon investigation of the complaint, we will respond to you on the resolution provided to your complaint.