

# 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](mailto:complaints.management@arabbank.com.lb), or by calling 961-1-980240.

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