

# Complaint Guidelines

## Related to BDL Circular # 158

To help us serve you better, please share with us in writing your observations or complaints regarding BDL circular # 158 implementation, through one of the below channels:



### Mail

Customer Experience Department, Arab Bank PLC,  
Lebanon Country Management, Riad El Solh Square, Banks Street,  
P.O. Box 11-1015 – Beirut, Lebanon



### E-mail

complaints.management@arabbank.com.lb



### Suggestions Box

Available in all branches and Head Office

The complaint is transferred directly to the Customer Protection Unit, under the Customer Experience Department, without any interference from the concerned branch staff.

Upon reception of your complaint, the Customer Protection Unit will instantly act in the following manner:

1. We will assess and study the complaint in coordination with the concerned departments and submit it to the Country General Manager in order to take the appropriate decision.
2. We will notify you in writing, within a period not exceeding 15 days from the complaint reception date, of the Bank's final decision and we will provide justification in case your request is rejected.
3. If you do not pass by our offices to receive our official reply within the period specified above, we will send it to you by duly registered mail.
4. In any case, you may always file a complaint to the competent Lebanese juridical authorities.

We thank you for banking with Arab Bank and assure you of our utmost dedication to provide you with high quality services always.

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