

Appeal Form

Date:...../...../.....

Name of appellant:

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Mobile number:

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Residence/Work phone number:

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Civil ID number:

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Respondent:
(Name of the institution supervised by CBK)

Bank:	Company:
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What the appeal about (briefly):
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- Attachments:**
- A copy of the Civil ID.
 - Response of the respondent.
 - Additional documents (Specify)

Appellant's signature

(See the guidelines at the back)

Guidelines on Customer Appeal

- 1- **CBK shall only investigate the appeals that have been previously considered and responded to by the respondent. A copy of the response and other supportive documents shall be attached, with an indication to the basis of the appeal.**

- 2- CBK shall dismiss the following appeals:
 - Appeals taken to court or prosecution.
 - Appeals against the financial institutions that are not supervised by the CBK.
 - Appeals against investment companies **save those related to loans/finance.**
 - Appeals regarding customer complaints against investment funds.
 - Appeals that do not have a specific content, or malicious appeals.
 - Appeals that have been previously submitted.

- 3- Appeals that are not appended by the appellant's name and signature personally, or by his/her proxy's, shall be considered invalid. In such case, a legal authorization, a copy of the appellant's ID or his/her proxy's should be attached.

- 4- **The appellant shall be informed by telephone regarding his/her appeal. The appellant needs not to enquire in person in this regard.**

Declaration:

- The appellant shall acknowledge that he/she is fully aware of the guidelines on customer appeal, noting that the appeals referred to in item (3) above, shall be dismissed.

Name of appellant:

Signature: