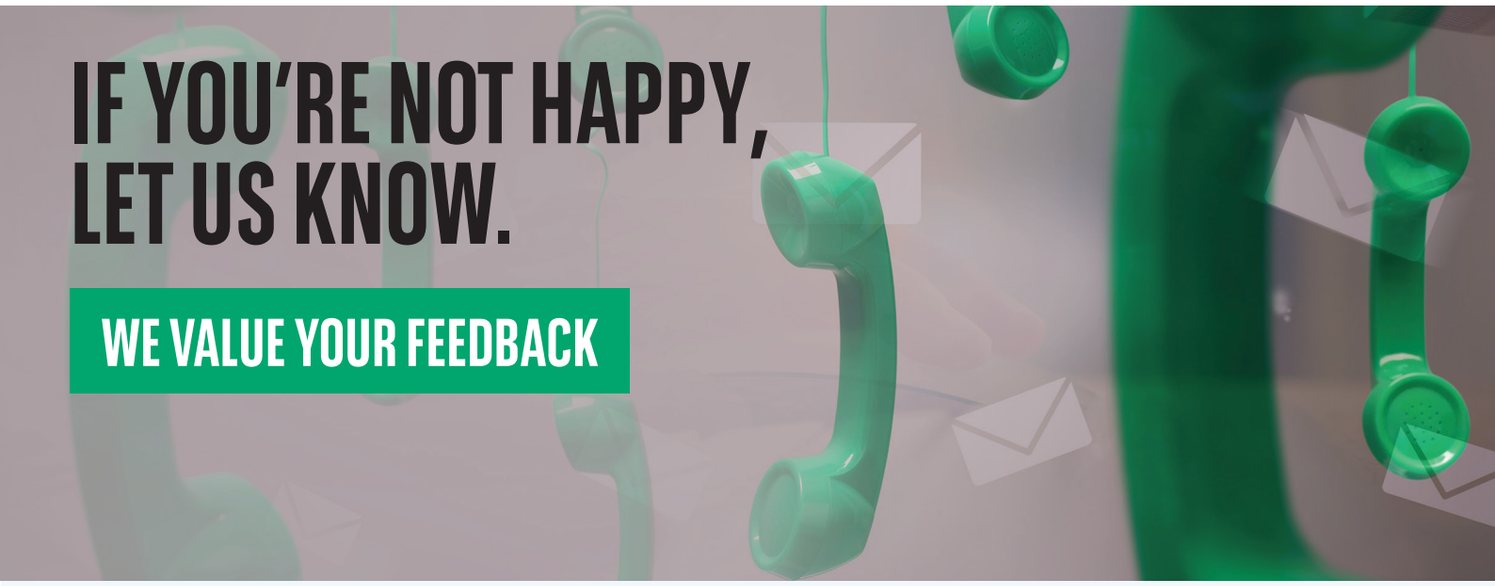
BNP PARIBAS

The bank for a changing world



IF YOU'RE NOT HAPPY, LET US KNOW.

WE VALUE YOUR FEEDBACK

HAVE A COMPLAINT?

As your partner, we are keen to hear any concerns that you may have in relation to the quality of service that was provided to you.

We hear you.

What to do?

Contact our client service team to express your dissatisfaction or complaint.

- Email: **complaints.mea@bnpparibas.com**
- Toll Free Number: **80011001**

We listen to you.

What next?

We will acknowledge receipt of your complaint within 5 working days.
We are also committed to providing you with a written update or closure letter within 10 working days.

We care about you.

Not satisfied?

If you are not satisfied with our response, you can send an email to our Customer Complaint Officer at the following,
Name: **Hussain Ramadan**
Tel: **+973 17 866 525**
email: **hussain.ramadan@bnpparibas.com**

We understand you.

Still not satisfied?

If you feel that your complaint has not been resolved to your satisfaction, you can contact the Consumer Protection Office at the Central Bank of Bahrain.

- Telephone: **+973 17547789**
- Website: **http://www.cbb.gov.bh**

BNP PARIBAS - BAHRAIN

Client Service Desk: 8001 1001 (Toll Free) | International Call Number +973 17866626

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