

Complaint User Guide

How to Complaint

Dear Customer,

We at Allied bank limited are committed to providing you with the best services. Our endeavor is to be the Bank of First Choice for you by catering all your banking needs.

Each of our customers is important to us, and we believe you have the right for a fair, swift and courteous service at all times.

To raise your concerns and or any complaints, please follow the following procedures:

Step 1:

- Email us at: wbbcomplaints@abl.com
- Write a letter addressed to Customer Complaints Handling officer through post/courier: Allied Bank Limited office 1001, building 1459, road 4626, block 346, Manama. P.O. Box 65273.
- Make a phone call to the Customer Complaints Handling officer through Telephone:
+973 17003480
- Through Walk in directly in branch

Kindly provide us the following information that will enable us to respond:

- Account Number;
- Account Title;
- Identification Number;
- Date & Time of Incident;
- Issue in Brief;
- Nature of Complaint;
- Postal Address, Phone Number, Fax and Email Address;
- Accompanying/ associated documents showing the discrepancy.

Step 2

The Complaint received through letter/email will be acknowledged through email/letter and you would be provided a Complaint Reference Number not later than five working days (maximum) to confirm that we are investigating the matter. The Branch will respond to you as soon as possible maximum within four weeks of receipt of your complaint.

For those customers using telephone to lodge the complaint, you will be requested to provide the details in writing or if you agree the complaint shall be heard and noted in detail and Complaint Reference Number will be given.

If we are unable to provide you with a concluding response within 4 weeks of receipt of your complaint, we will write to you through email/letter and advise you of when you can expect our response.

Step 3

If more than four weeks (maximum) lapsed from the date of your complaint, and you haven't received our response, or are not satisfied with the response received from us you can lodge your complaints further with Head Office through designated head office email address complaint@abl.com and cm@abl.com.

If you are still not satisfied with the response received from Bank's Head Office, you can write to Consumer Protection Unit at Central Bank of Bahrain, P.O. Box 27 Manama, Bahrain within 30 calendar days from the date of receiving the bank response.
