



B M B I N V E S T M E N T B A N K

CUSTOMER COMPLAINTS PROCEDURE

Please note that the below mentioned complaint handling process is applicable only to complaints or queries raised by customers of Bahrain Middle East Bank B.S.C.

Dear Customer:

Should, at any time, you feel that the level of our service is not up to your satisfaction, please contact the complaints officer using the following channel:

Mr. Mohamed AlHusaini

Head of Compliance

BMB Investment Bank

BMB Centre

P.O Box 797

Manama, Bahrain

Tel: (+973) 17532345

Fax: (+973) 17530526

email: Complaints.Officer@bmb.com.bh

We commit to do the following:

1. All complaints will be acknowledged in writing within five working days of receipt of the complaints.
2. The Bank will thoroughly investigate the complaint and escalate it to the appropriate level within the organization
3. Upon investigation of the complaint, you will receive a written response within 4 weeks of receiving the complaint explaining the current position and how the Bank proposes to deal with the complaint.

Further Escalation:

If you perceive that the provided resolution does not meet your expectation, please contact the Bank's Chief Executive Officer.

If the above resolutions are still not satisfactory, please note that you may take your grievance to the Central Bank of Bahrain by forwarding your complaint within 30 days of receiving the Bank's response to the address below:

Compliance Directorate

Central Bank of Bahrain

Manama, Kingdom of Bahrain

This procedure is in compliance with BC-9 "Customer Complaints Procedure" of the CBB Rulebook Vol. 1.