



Reporting Process for Customer Complaints:

Dear Customers,

Please address your complaints to our Customer Complaint Unit (CCU) :

Phone: +9714-2307242

Fax: +9714-2271858

Email: chantal.sfeir@banorientfrance.com

The Customer Complaint Unit in Banque Banorient France is an independent function from business operations that ensures special attention to all complaints in order to resolve customer concerns in a timely manner. It escalates customer complaints to the Senior Management of the bank for immediate attention.

Upon receiving customer complaints, the CCU follows-up with the concerned business unit in the bank and arrange to resolve the issue raised by the customer within a specific turn around time.

Each complaint is assigned a unique "Service Request"- SR Number, which can be used by customers for follow-up directly with CCU.

Complaint Unit informs customer in writing regarding actions taken on the complaint and also advise customers upon resolution of the complaint.