Central Bank of Kuwait  
Supervision Sector  
On-site Supervision Department  
Customer Protection Unit

## Appeal Form

**Date:** …/…/……

<table>
<thead>
<tr>
<th><strong>Name of appeale</strong>r:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Mobile number:</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Residence/Work phone number:</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Civil ID number:</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Respondent:</strong></td>
<td>Bank: [ ] Company: [ ]</td>
</tr>
<tr>
<td>(Name of the institution supervised by CBK)</td>
<td></td>
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</tbody>
</table>

**What the appeal about (briefly):**

- …………………………………………………………………………………………………………
- …………………………………………………………………………………………………………
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- …………………………………………………………………………………………………………

**Attachments:**

- [ ] A copy of the Civil ID.
- [ ] Response of the respondent.
- [ ] Additional documents (Specify)
  - …………………………………………………………………………………………………………
  - …………………………………………………………………………………………………………

Appealer’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 appealer’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 appealer’s ID or his/her proxy’s should be attached.

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

Declaration:

- The appealer 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 appealer: ..................................................

Signature: ..............................................................