



STEPS TO FILE A COMPLAINT REGARDING A CBK REGULATED ENTITY



(Regarding Credit/Finance)

Please Follow these Steps:



1 Submit a written complaint to the entities using the official complaint form available at the entity and obtain a receipt of acknowledgement of submission.



2 The entity should respond to the complaint in writing within 5 working days of submission.



3 If the entity's response is not satisfactory, an appeal may be filed to the CBK attaching with it a copy of the entity's response and the other necessary documentation.



If the entity is an exchange company regulated by the CBK, please visit the CBK headquarters to file a complaint on the designated form available at the CBK's reception.

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Terms & Conditions apply.



www.cbk.gov.kw

Consumers Protection Unit
1864444



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