



## Customer Complaints Policy

### Policy

BFC prides itself on excellent customer service and is committed to handling complaints speedily, efficiently, fairly and confidentially. We believe that all customer feedback, both positive and negative, presents an opportunity for improving our standards.

A customer complaint can be defined as any expression of dissatisfaction, made by a BFC customer, regarding any products or services provided by BFC. This policy covers all written complaints, serious or unresolved telephone complaints, complaints raised in a face to face meeting or by a third party acting for that customer such as an intermediary, legal representative or regulatory body.

All such customer complaints should be recorded on the Customer Complaints System and managed in accordance with the Customer Complaints procedures.

Non serious verbal complaints should be resolved at the frontline in accordance with the principles of this policy and should not be recorded on the Customer Complaints System.

### Making a Complaint

Below are the contact details to make a complaint to BFC:

Address: Customer Service Manager  
Bahrain Financing Company  
P.O. Box 243  
Manama  
Kingdom of Bahrain

Email: [custservice@bfc.com.bh](mailto:custservice@bfc.com.bh)  
Telephone: +973 17228888

### Procedures

Any complaint received is recorded and documented, in full on the Customer Complaint System.

Complaints are usually acknowledged within 24 hours, or in any event within 5 business days. The customer is provided with an explanation about how the complaint will be handled, who is the person appointed to investigating the complaint and any actions required of the customer.



The Customer Service Manager is the appointed Complaint Resolution Officer (CRO) at BFC. All complaints are passed to the relevant department manager for investigation and they are responsible for drafting responses to customers and/or regulators and copying in the CRO. Senior management will determine if certain complaints must be brought to the attention of the Board more often or if the response to the customer and/or regulator should come from the Board.

The CRO is responsible for keeping a central file of all complaints correspondence and updating the Customer Complaint System.

Complaints must be handled fairly and promptly keeping the customer informed of any progress. Once the complaint has been actively investigated a final comprehensive response will be provided to the customer either verbally or in writing (if applicable) within 20 business days. The final response must:

- a) accept (or partially accept) the complaint and where appropriate offer compensation or other forms of redress; or
- b) reject (or partially reject) the complaint, informing the customer with a full explanation of the company's position.

If at any stage the customer is still not satisfied they have the right to refer the complaint to the Central Bank of Bahrain. The contact details are as follows:

Post: Central Bank of Bahrain  
PO Box 27  
Manama  
Kingdom of Bahrain

Email: [compliance@cbb.gov.bh](mailto:compliance@cbb.gov.bh)  
Telephone: 00973 17547777  
Fax: 00973 17535673

If a complaint is raised by the CBB on behalf of a customer it will be dealt with as follows:

- a) Receipt of the complaint will be acknowledged within 5 business days.
- b) If the complaint has not gone through our formal customer complaints procedures above it will be entered into and the CBB will be advised of this.
- c) If the complaint has been through our formal procedures, the outcome will be reviewed and a reply will be sent to the CBB within 20 business days.

If any of the timescales mentioned above have to be changed the customer will be informed and the reason why.



## Compensation

When a complaint is justified, the company will take appropriate remedies that are fair to both you and BFC. This policy only covers compensation for financial losses in real terms for the principle amount of the transaction, the commission amount and any foreign currency exchange rate benefit.

This policy does not cover and is not applicable in respect of claims made by customers on account of opportunity losses or damages or claims pertaining to reputation loss.