



# STEPS TO FILE A COMPLAINT AGAINST A CBK REGULATED ENTITY

In Case the Complaint  
is against .....



Bank



Investment Company  
(Regarding Credit/Finance)



Finance  
Company

## Please Follow these Steps:



1

File a written complaint to that entity on the designated form available in all of its branches.



2

The entity should respond to the complaint in writing within 30 business days of submission date.



3

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



Exchange  
Company

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



بنك الكويت المركزي

centralbank\_kw