Customer’s Rights and Duties

Reference to BDL Circular No. 134 “The Principles of Banking and Financial Operations with Customers” and Banking Control Commission Circular No. 281 and based on our continuous efforts to provide quality service and to ensure clarity and transparency, we invite you Dear Customer to read the following key information:

Customer’s Rights

1. Know the terms, conditions and details of any product or service offered by the Bank, and request ample explanations to make sure that you understand them and can abide by them.
2. Obtain from the concerned Bank employee a clear, ample and simplified explanation about the financial services and products and the different risks associated with them.
3. Obtain from the concerned Bank employee a professional and clear answer to any question concerning any ambiguous clause or condition.
4. Request the use of Arabic Language in any document, correspondence or transaction with the Bank.
5. Request to read and obtain in advance a copy of each document and text referred to in any contract to be signed with the Bank.
6. Obtain and retain a copy of the contracts and documents signed by you without bearing any additional cost.
7. Request the Bank to specify exactly the actual cost of the product or service including the actual insurance cost and the computational method of the creditor and debtor profit rate.
8. Choose an insurance company among at least five insurance companies acceptable to the Bank and mentioned in a written list, in case obtaining the product or service is contingent with the submission of an insurance policy in favor of the Bank.
9. Obtain any product or service, provided it is suitable with your request, profile and perception of the likely financial risks associated to that product or service.
10. Obtain for each product or service a periodic detailed statement of account.
11. Refuse to sign a blank or incomplete form and make sure all the required fields and figures in the form to be signed by you are correct and complete.
12. Submit a claim about any service or product and request from the Bank an explanation about the complaints procedure and the time frame for the Bank’s reply, as well as the procedure to submit this complaint or claim to other competent authority in case you are not satisfied with the outcome of your complaint.

Customer’s Duties

1. Provide the Bank with true, complete and accurate data when filling out any form provided by the Bank, and refrain from providing false information.
2. Disclose all your financial obligations and liabilities when applying for a product or service, knowing that the rights conferred to you by the Banking Secrecy Law will be preserved.
3. Update the personal information submitted to the Bank on continuous basis and whenever required to do so.
4. Comply with the terms and conditions governing the chosen service or product.
5. Promptly notify the Bank of any transaction executed on your account and found to be unknown to you.
6. Provide the Bank with your home address, work address, mail and email address, home/work/mobile phone numbers, and notify the Bank of any change in those information immediately to enable the Bank to contact you personally and thus guarantee the privacy of information.

Instructions to the Customer

1. Do not provide any other party, under any circumstances, with any details about your bank account or any other banking or personal information.
2. Whenever you are facing financial difficulties preventing you to meet your obligations to pay your installments in due time, refer to the Bank in order to find out the suitable solution.
3. When granting a proxy to a third party to complete your banking and financial transactions, carefully understand and assign the powers delegated under this proxy.
4. For any suggestion, enquiry or claim, you can visit us in our Head Office to discuss the issue with one of our employees in Customers Protection Unit, or contact us on the below channels.