



# BNP PARIBAS

The bank  
for a changing  
world

## IF YOU'RE NOT HAPPY, LET US KNOW.

**WE VALUE YOUR FEEDBACK**

### HAVE A COMPLAINT?

As your partner, we are keen to hear any concerns that you may have in relation to the quality of service that was provided to you.

**We hear you.**

### What to do?

Contact our client service team to express your dissatisfaction or complaint.

- Email: [complaints.mea@bnpparibas.com](mailto:complaints.mea@bnpparibas.com)
- Toll Free Number: **8000 3570 4441**

**We listen to you.**

### What next?

We will acknowledge receipt of your complaint within 5 working days.

We are also committed to providing you with a written update or closure letter within 10 working days.

**We care about you.**

### Not satisfied?

If you are not satisfied with our response, you can send an email to our Customer Complaint Officer at the following email address:

[ali.almutawa@bnpparibas.com](mailto:ali.almutawa@bnpparibas.com)

**We understand you.**

### Still not satisfied?

If you feel that your complaint has not been resolved to your satisfaction, you can contact the Consumer Protection Office at the Central Bank of United Arab Emirates.

- Telephone (Toll free): **800 22823**
- Website: <http://www.centralbank.ae>
- Central Bank of The UAE: [CPU-AD@cbae.gov.ae](mailto:CPU-AD@cbae.gov.ae)

### BNP PARIBAS - UNITED ARAB EMIRATES

**Client Service Desk: 8000 3570 4441 (Toll Free) | International Call Number +973 17866626**

BNP Paribas Abu Dhabi: Licensed by the Central Bank of the UAE as a Conventional Retail Bank, Al Bateen Area, Street No. 32, P.O.Box 2742, Abu Dhabi, United Arab Emirates, Tel.: +971 2693 8888, Swift BIC: BNPAEAA. Website: [mea.bnpparibas.com](http://mea.bnpparibas.com)

BNP Paribas Dubai: Licensed by the Central Bank of the UAE as a Conventional Retail Bank, Emaar Square – Emaar Building No.1, Office No 701 – Shk Zayed Road, Dubai, United Arab Emirates, Tel.: +971 4424 8200, Swift BIC: BNPAEAD. Website: [mea.bnpparibas.com](http://mea.bnpparibas.com)

BNP Paribas, French Public Limited Company with capital of 2,494,005,306 euros-Head Office: 16, Boulevard des Italiens, 75009 Paris-RCS Paris 662 042 449.