



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
- 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

We understand you.

Still not satisfied?

If you feel that your complaint has not been resolved to your satisfaction, you can escalate your case to banking Ombudsman – Sanadak..

- Sanadak Call Center : **800SANADAK (800 72 623 25)**
- Website: <https://www.sanadak.gov.ae>
- Or by visiting Sanadak in person

BNP PARIBAS - UNITED ARAB EMIRATES

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

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BNP Paribas, French Public Limited Company with capital of 2,261,621,342 Euros-Head Office: 16, Boulevard des Italiens, 75009 Paris-RCS Paris 662 042 449.