



# 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 Seven days after the date of receipt of complaint.

We are also committed to providing you with a written update where the resolution of the complaint is taking longer than 30 days.

A final written response for the resolution and closure of complaint will then be sent by us within 60 days at the latest

**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)

### BNP PARIBAS – ADGM BRANCH, UNITED ARAB EMIRATES

Client Service Desk: **8000 3570 4441** (Toll Free) | International Call Number **+973 1786 6626**

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