Easy-to-Use Complaints Procedure Guide:

At Standard Chartered Bank, we appreciate and value feedback on your experiences with our products and services. If you feel dissatisfied with us in any way, we would like you to inform us so that we can serve you better in the future.

When we receive your complaint, we will deal with it promptly, effectively and in a positive manner.

1. Complaint Logging Channels:

a. Call our 24-hour Phone Banking on 17 531 532.

b. Visit any of our branches and speak to a Client Service Representative or the Branch Manager.

c. If you are a Priority Banking client, please visit our Priority Banking Centre or call our 24-hour Phone Banking on 80001400 (toll-free) or contact your dedicated Relationship Manager.

d. If you are a Business Client, you may call 17150687 or email us at mohsin.haji@sc.com.

e. Additionally you may write to Standard Chartered Client Care unit, P.O. Box 29, Manama, Bahrain or email us on eService.Bahrain@sc.com attn: Adel Mandeel – Tel 17150744 or attn: Hamed Al Bahaar – Tel 17150890.

f. If you are a Corporate and Institutional Client or Commercial Banking Client, you may call 17220522 or contact your dedicated Relationship Manager. You may also email us at straight2bank.bh@sc.com.

2. Acknowledgement and Response to Complaints:

a. We will endeavour to resolve your complaint at the first point of contact. Please obtain a complaint reference number from the person handling the complaint. If the complaint is resolved to your satisfaction, we will deem the complaint as closed.

b. If we are unable to resolve the matter immediately, we will update you on the status of your complaint by calling you on the contact number provided by you, at the latest in 2 working days.

c. If your complaint takes more than 2 working days to resolve, we will keep you informed and advise you the expected time frame to resolve the complaint. An update of the closure of your complaint will be provided to you in not more than 4 weeks from the date of receipt of your complaint.
d. To provide an update on your complaint, we will be contacting you on the details that we have in our records.

e. If the complaint is received in writing we will send a written acknowledgement to you by way of a letter at the latest in 5 working days or by email within 2 working days. We will endeavour to provide you with a timeframe within which we expect the issue to be resolved.

f. Upon completion of investigation on your complaint, we will respond to you by providing details of the resolved complaint.

3. Escalation Channels:

In the event you are unhappy with the resolution of the complaint, please note that you have recourse to the following channels for your complaint to be redressed:

a. Branch or Unit Manager

b. If more than 5 working days from the date of your complaint has passed and you have not received a final response, or in the unlikely event that you are dissatisfied with the final response you have received, you can write to Afaf Fardan, Manager - Client Experience Retail Banking at eService.Bahrain@sc.com or to P.O. Box 29, Manama, Bahrain.

c. If the above resolution is not satisfactory, please note you may take your grievance to the Compliance Directorate, Central Bank of Bahrain within 30 calendar days from the day of the response provided by Standard Chartered Bank.

d. If you are a Corporate and Institutional Client, you can write to Anwar Khunji, Manager of Client Services Group Unit, - Standard Chartered Bank at Bahrain at P.O. Box 29, Manama, Bahrain or email us at straight2bank.bh@sc.com Attention: Client Service Group Manager.

4. Complaint Resolution Satisfaction:

To ensure that we continue providing exceptional levels of service, we may contact you to request for your feedback on our customer complaints resolution process to help us understand more about serving you better.

Should you wish to provide any suggestions, you may also write to us on eService.Bahrain@sc.com or visit our website on www.sc.com/bh.

Note: Support to interpret the complaints procedure is provided the bank upon request by client's

Licensed by the Central Bank of Bahrain as a Conventional Retail Bank and a Wholesale Bank

مرخص من قبل مصرف البحرين المركزي كبنك جزءة و جملة خار

Ver. 01/2019