Complaints - Guide

How to Complain

Dear Customer, We at Askari Bank Limited are committed to providing you with the best services. Our endeavor is to be the Bank of First Choice for you by catering all your banking needs.

Each of our customers is important to us, and we believe you have the right for a fair, swift and courteous service at all times.

To raise your concerns and or any complaints, please follow the following procedures:

Step 1:

- Make a phone call to the Customer Complaints Handling officer through Telephone: +973 17530500
- Email us at: wbbcomplaints@askaribank.com.pk
- Write a letter addressed to Customer Complaints Handling officer through post/courier:
  Askari Bank Limited, Office 102, Building 403, Road 1705, Diplomatic Area 317 – Manama,
  P.O. Box 11720 Kingdom of Bahrain

Kindly provide us the following information that will enable us to respond:

- Account Number;
- Account Title;
- Identification Number;
- Date & Time of Incident/Issue, Nature of Complaints;
- Postal Address, Phone Number, Fax and Email Address;
- Accompanying documents showing the discrepancy.

Step 2

The Complaint received through letter/email will be acknowledged and you would be provided a Complaint Reference Number not later than five working days (maximum) to confirm that we are investigating the matter. The Branch will respond to you as soon as possible maximum within four weeks of receipt of your complaint.

For those customers using telephone to lodge the complaint, you will be requested to provide the details in writing or if you agree the complaint shall be heard and noted in detail and Complaint Reference Number will be given.

If we are unable to provide you with a concluding response within this time frame, we will write to you and advise you of when you can expect our response.

Step 3

If more than four weeks (maximum) lapsed from the date of your complaint, and you haven't received our response, or are not satisfied with the response received from us you can lodge your complaints further with Head Office through https://askaribank.com/contact

If still not satisfied with the response received you can write to Consumer Protection Unit at Central Bank of Bahrain, P.O. Box 27 Manama, Bahrain within 30 calendar days from the date of receiving the letter.

Yours Sincerely,

Branch Operations Manager
Askari Bank Limited
P.O. Box 11720
Manama, Kingdom of Bahrain
Email: wbbbh@askaribank.com.pk
Tel: +973 17530500
Fax: +973 17532400
(Licensed as a Conventional Wholesale Bank (Branch) by the CBB)