

NBK Egypt ensures that a prompt and free mechanism is available to handle customer complaints fairly, transparently and effectively

How can I file a complaint?

The complaint can be filed through one of the following ways:

- Call our hotline available 24/7 on 19336 from Egypt and +2026149400 from abroad (Toll free from Kuwait and UAE)
- Email the Customers protection rights unit: customersprotectionrights@nbk.com.eg
- Visit the bank's website: www.nbk.com.eg
- Communicate directly by personally visiting the Customer Rights Protection Unit at the Head Office
- Visit any of our branches and choose one the following:
 1. Fill out the complaint form and sign it, an employee will then stamp it. Then, take a stamped copy on the date of receiving the complaint.
 2. Place the complaint in the complaints box.

What happens after filing a complaint?

You will receive a telephone call from the Customers protection rights Unit within two business days. In addition, a text message will be sent containing the reference number of the complaint to follow up.

Customer complaints will be answered within a period of time that does not exceed fifteen working days from the date of the receipt. (Except for complaints related to transactions with third parties, in which then the customer will be notified during the necessary appropriate time).

The complaint must first be submitted to the bank for examination before providing a response also, the customer has the right to escalate the complaint to the Central Bank of Egypt, if it is not answered within 15 working days.

What happens if I refuse a bank response?

In case of refusing the response to your complaint, a written letter to the bank including the reasons for your refusal will be accepted within fifteen working days from date of the reply's receipt.

In case the bank is notified of the refusal on the reply, the bank will re-examine the complaint again and the final response will be sent within fifteen working days, accompanied by clear justifications. The customer has the right to escalate the complaint to the Central Bank of Egypt, if the second reply is not accepted.

Customers protection rights unit