

Introduction

National Bank of Kuwait S.A.K.P QFC Branch (hereinafter referred to as “**NBK QFC**”) is an authorized firm regulated by the Qatar Financial Centre Regulatory Authority (QFCRA). NBK QFC is registered as a Branch of a foreign bank, that conducts Arranging and Advising activities from the Qatar Financial Centre (QFC) and has been formally registered at the QFC with registration number (QFC Number) 04021 as of October 2025.

This procedure outlines how NBK QFC manages complaints in accordance with the QFCRA Customer and Investor Protection Rules (CIPR). NBK QFC's objective is to ensure that all concerns raised by customers are addressed promptly, fairly, and transparently.

Definition of a Complaint

Under Rule 3.8.1(1) of QFCRA's CIPR rules, a complaint is defined as:

“An expression of grievance or dissatisfaction, by a customer (other than an eligible counterparty), or one of the other persons mentioned in subrule (2), either orally or in a durable medium, in connection with an authorized firm's provision (or offer of the provision) of a product or service, if the provision of the product or service was or would be a regulated activity”.

Eligibility to Submit a Complaint Under this Process

This Complaints Process does not apply to Eligible Counterparties who are customers of NBK QFC, which include:

- a. An authorized firm
- b. A regulated financial institution
- c. An eligible clearing house or eligible exchange
- d. A government, government agency, or Central Bank or other National Monetary Authority of any jurisdiction
- e. A state investment body, or a body charged with, or intervening in the management of public debt
- f. A supranational organization, the members of which are jurisdictions, Central Banks, or National Monetary Authorities.

All other customers of NBK QFC may make a complaint as defined under this process.

How to Reach NBK QFC and How to Submit a Complaint

Your relationship manager or client service officer are available to deal with any concerns, questions, or complaints you may want to raise during the course of regular meetings. All complaints may be raised by customers through their designated relationship manager, client servicing officer, or usual point of contact at NBK QFC either by telephone, email, or postal mail. You may also send your concerns / complaints to qfcbranch@nbk.com.

Information We Need

To enable NBK QFC to fully investigate your complaint and to avoid any delays in addressing your complaint, please provide us with the following information:

- The date the issue occurred
- The product or service that the complaint relates to
- What occurred and how you have been impacted
- The relationship manager and / or client servicing officer involved (if applicable)

Acknowledgment of a Complaint

NBK QFC will hand you a copy of this 'Complaints Handling Process', in case we have received a complaint from you, unless the complaint has been resolved by the close of the following business day after we have received your complaint. In all cases, we will provide a copy of this 'Complaints Handling Process' if you ask for it.

NBK QFC will acknowledge the receipt of your complaint within **five business days** after the day on which the complaint has been received, in the event that your complaint was not resolved by the following business day after it was received. The acknowledgment will include the name and position of the person handling the matter and details of NBK QFC's customer complaint handling procedures.

NBK QFC may provide a final response together with the acknowledgement if it has been able to fully investigate your complaint. In such cases, NBK QFC shall either:

- Confirm acceptance of the complaint and, if applicable, offer redress; or
- Offer redress without accepting the complaint; or
- Reject the complaint with clear reasons.

Resolution Process in Case the Complaint was not Resolved within Five Business Days

In case the complaint resolution has been delayed past five business days after the date of receipt of the complaint, NBK QFC commits to contact you **four weeks** after the submission of the complaint, to either provide you with a response to your complaint or provide you with an update explaining the reason for the delay to the complaint resolution and expected timeline to resolve the complaint.

Authorised by the QFC Regulatory Authority. QFC Number 04021

If NBK QFC has not given a final response at the end of the **eight weeks** after submitting the complaint. NBK QFC will give the complainant a response by email or postal mail explaining the delay and the reason for NBK QFC not giving a final response in addition to the expected timeline for NBK QFC to respond to the complaint.

Upon providing a response to you, NBK QFC will also inform you whether you are eligible to apply under the Customer Dispute Resolution Scheme using the form available. The E-Form is available at the following link: [Customer Dispute Resolution Scheme E-Form](#). Please note that if you want to apply to the Customer Dispute Resolution Scheme, you should do so **within four calendar months** after receiving the final response from NBK QFC. Furthermore, NBK QFC will also inform you whether you are eligible to apply to the Customer Dispute Resolution Scheme if **eight weeks** have elapsed without receiving a final response from NBK QFC. You should also do so **within four calendar months** after receiving the final response from NBK QFC. You may also submit your complaint to complaints@qfcra.com or complaints@cdrs.org.qa.

Record-Keeping of Complaints

NBK QFC retains original complaint documentation for each complaint that we receive from you. All records related to complaints received, the investigation, and the responses to complaints are maintained for a minimum of **six years** from the date of receipt.

Last Update:

26 July 2026