



Customer Complaints Units

Date: .../.../.....

Complaint Form

Complaint No.:

Name:	Civil ID No.
Account No.:	Fax:
Tel.:	Email:
Address:	

Subject of complaint:

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.....

- List of the enclosed documents, if any.
- No documents

.....
.....

Declarations:

I acknowledge / undertaking the accuracy of all the data and information's mentioned above. And undertake to be fully responsible in the event that such information's or data is found to be incorrect or untrue.

I, also acknowledge that the Subject of the complaint is not visible to any of the supervisory authorities or judicial courts, and I have deeded, undertake, acknowledge all my rights legally to be failed / rejected to file any claim related to the same subject on front of any supervisory authorities or judicial courts, As the company was taken all the necessary actions / measures to the subject of the complaint.

I, commit and undertake myself not to re-complain on the same subject to any of the regulatory or judicial authorities again.

Remarks:

Signature:

Complaints shall be submitted via the following means:

- 1 - By hand to the Complaints Unit in the Company : Qibla -Block 1- Arabian Gulf Street- Khaled Tower Front of Al Seif Palace – Floor 3.
- 2 - By mail in the name of Head of Complaints Unit, P.O. Box 819 Safat 13009 Kuwait.
- 3 - Email in the name of Head of Complaints Unit ; complaintsunit@kmefic.com.kw

Note: The complaint, submitted by the client, shall be replied to within thirty (30) days from the date of receipt of the complaint by the Complaints Unit. Further, kindly be informed that the Unit shall not consider the subject matter of the complaint in case of referring thereof by the Client to the court or any of the regulatory authorities during the consideration of the complaint.