



NBF Customer Charter

At NBF, we are committed to providing you with outstanding and reliable banking services. If we fall short of our promise we have created this Customer Charter to ensure that you can make a complaint and have it dealt with transparently, fairly, reliably and with empathy.

HOW TO MAKE A COMPLAINT

Complaints can be made through all channels including:

- Face to Face
- In Branch
- Through our Call Centre on 8008NBF(623), and
- Using the Feedback Forms available at www.nbf.ae/en/contact/get-in-touch

OUR RESPONSE

We will formally confirm within one working day that we have received your complaint.

We would normally aim to resolve all complaints within 2 working days, and if we haven't resolved the issue within 3 business days we will provide you with an estimated resolution time.

If the estimated resolution time is greater than 2 weeks, we will give you weekly updates on the progress of our resolution.

If we are unable to resolve your complaint within 60 days we will

- Inform you of the reasons for the delay,
- Specify a date when a decision can reasonably be expected, and
- Provide you with information about your options for escalation

We will always provide you with details of our final resolution and provide information about your options for external escalation if you are not satisfied with our decision. If we fail to live up to these commitments you may always submit your complaint directly to the Central Bank of the UAE.

NBF is a member of the UAE Banks Federation (UBF) and we are a signatory to the Customer Complaints Service Promise. Copies of the Service Promise are available in Branch or through the UBF.

In good hands

www.nbf.ae