

Client complaints ...

Reference to the Central Bank of Jordan instructions issued in their letter No. 11628/1/27 dated 28/08/2017 regarding the client's right to submit any complaint about services and/or products that the company provides, we would like to inform you with the following: -

1. You have the right to file a complaint with the Bank about any service or product that has been provided to you by the Company, through the Company's Customer Care Unit, either by visiting in person and/or by Telephone and/or fax and/or complaint box available at company branches and/or regular mail .
 2. In the event that you submit any complaint to the Customer Complaints Unit, then within ten days of receiving the complaint and all the necessary documents, we will inform you of the complaint's decision, and the company has the right to extend this period for another ten days if the nature of the complaint requires that, while informing you of the reasons for the extension.
 3. In all of the given cases above, addressing any complaint or responding to it shall not exceed thirty working days from the date of submitting the complaint
 4. If you are not convinced of the company's response or the company's decision to the complaint submitted by you, you can resort to the investment bank and/or the central bank and/or the judiciary.
 5. Knowing that the available means of communication with the Investment Bank and/or the Central Bank of Jordan are indicated on the website of the Central Bank and/or the Investment Bank.
- **Means of contacting the investment bank:**
PO Box 950601 Amman - 11195 - Jordan
Tel: +962 6 5001515
Fax : +962 6 5681410
Email: clientcare@investbank.jo
 - **Central Bank contact information**

	Head Quarters	Irbid Branch	Aqaba Branch
P.O Box	37 Amman - 11118 Jordan	235 Irbid - Jordan	190 Aqaba - Jordan
Phone	10 Lines(+ 962 6 4630301)	+ 962 2 7245001	+ 962 3 2013526
Fax	+ 962 6 4638889	+ 962 2 7245006	+ 962 3 2013528
Telex	21476 , 21250	51562	62341
Swift Code	CBJOJOAX	CBJOJOAX021	CBJOJOAX02A
Email	fcp@cbj.gov.jo		