

Complaints Procedures

The Central Bank of Bahrain mandates financial institutions to have formal Customer Complaint Procedures in place along with contact details of the "Complaint Officer".

The below are CrediMax's Complaint Procedures & Contact Details:

1. All complaints must be put in writing & addressed to :

Attn: Communication & Correspondence Executive
CrediMax B.S.C
P O Box 5350
Manama
Kingdom of Bahrain
E-mail : credimax@credimax.com.bh
Tel : +973 17 207115
Fax : +973 17 214193

2. Complaints will be acknowledged in writing within five working days providing reference number enabling follow up.
3. Written resolutions will be issued within four weeks from acknowledgement date explaining issues & proposing final solutions to the complaint.
4. Complaints that are not resolved to the satisfaction of the Customers would be escalated within CrediMax for re-evaluation & resolution and further dissatisfied Customers would be at liberty to take other steps that may include referrals to the Central Bank of Bahrain.