

Customer's Complaint form

Date: / /

Customer Name: _____ (the "Customer")

Branch: Citibank N.A. Lebanon – Berytus Parks Bldg, Bloc A, 3rd Fl. Park Avenue, BCD, Beirut, Lebanon
(the "Bank")

Customer's address and phone number: _____

Customer's preferred time of contact (*kindly choose a time during the working hours of our branch which are from 8:30 a.m. to 3:00 pm*): _____

Customer's preferred means of contact:

- Phone
- Mailing Address
- Email
- Other, *please specify:* _____

Subject of Complaint:

Attached Documents, if any **No Documents**

Type of product/service the issue is related:

- Bank Account: _____
- Payables – *please specify:* _____
- Receivables – *Please specify:* _____
- Liquidity Management – *Please specify:* _____
- Investments – *Please specify:* _____
- Trade Services – *Please specify:* _____
- Loans/Overdraft Facilities– *Please specify:* _____

Mechanism of receiving and remediating the Complaint:

To Submit a Complaint:

The complaint should be delivered:

- (1) By hand to the Bank's Complaints' Unit (Customer Service Area)
- (2) By mail to the attention of the Bank's Complaint Unit Head, or
- (3) By email addressed to complaintslb@citi.com
- (4) Complaints Box displayed in the Customer Service Area
- (5) Website <http://www.citigroup.com/citi/about/countrypresence/lebanon.html>
- (6) By phone on Hotline +961.1.962440 ext. 2476 or on back up number +961.1.962440 ext. 2477.

*The Customer will be contacted and informed of the receipt of the Complaint by the Complaint Unit within 3 working days, according to the preferred time and means stipulated in the above. The Customer will be informed of the outcome of the investigation within 15 days (subject to renewal once only, The Bank shall notify the Customer in case a decision is taken by the Bank to extend the investigation for further 15 days).

The Customer hereby acknowledges and agrees on the following:

- 1. The Customer's complaint will be directly transferred to the Complaint Unit at Citibank N.A. Lebanon's branch and the concerned management and employees shall not take cognizance of its contents.**
- 2. The Customer may directly file a complaint to the competent Lebanese administrative or judicial authorities, without going through the Bank's Complaint Unit.**
- 3. In case the Customer does not approach the Bank to receive the official response from the complaint Unit within the above mentioned timeframe, the Complaint Unit shall send the response to the Customer via a registered mail in accordance with the law.**

Declarations:

I hereby declare that all information provided by me above is correct and true and I assume the full responsibility in case of invalidity of such information. I also declare that the subject of the complaint is not heard in the courts and that I have no right to take any other action in case an agreement has been made with the Bank to take a corrective action on the subject of the complaint and consequently. completion/closure thereof. Moreover, I undertake not to re-submit any complaint to the Central Bank of Lebanon **and/or to the Lebanese administrative or judicial authorities** for the same subject after completion/closure thereof in agreement between the Bank and the Customer.

Customer Name: _____

Customer signature: _____