

Private
Bank

We value
your feedback

Barclays Bank PLC (DIFC Branch)



BARCLAYS

We are committed to providing a high standard of service to all of our clients. However, we do recognise that on occasions we may fall short of the service levels to which we aspire.

The following leaflet explains what you need to do if you are not satisfied with any aspect of our products or services.

We welcome your feedback, as it helps us improve our overall service.

How to provide your feedback/raise a complaint

You can contact us in person, in writing, by email or by telephone.

You can contact your Private Banker or Relationship Manager in person or via their direct contact details. Alternatively, you can contact the Private Bank DIFC Complaints Team at:

Barclays Bank PLC (DIFC Branch)
Dubai International Financial Centre
Gate Village, Building 10
Level 6
PO Box 506674
Dubai
UAE

Telephone:

+971 (0)4 365 2900

Email:

complaintsmena@barclays.com

Contact by email

If you contact us by email, we will normally respond to you by letter but we may also choose to respond by return email.

Information you need to provide

To help us investigate and resolve your inquiry/complaint as quickly as possible, please provide the following information:

- your name and address
- any client reference number
- a clear description of your inquiry/complaint
- copies of any relevant documents/information
- a daytime telephone number where we can contact you
- preferred times to be contacted

How we will handle your inquiry/complaint

We will try to revert back to you with our answer as quickly as possible. The first step is for us to be clear about the nature of your inquiry/complaint, and to identify what we can do to resolve the issue.

Our Complaints Team will independently conduct an investigation and keep you informed of the progress as our investigation continues; we will aim to provide a resolution within 4 weeks. However, if we are unable to complete our investigation within this timeframe, we will provide you with a further update to inform you on the progress and expected resolution time.

If you are still not satisfied...

We aim to resolve all inquiries/complaints as quickly as possible and to the satisfaction of our clients. If you are not satisfied with our response, you can refer your complaint to the following ombudsmen according to where the service you are expressing dissatisfaction is provided under your terms and conditions.

Dubai Financial Services Authority
Level 13, West Wing, The Gate
PO Box 75850
Dubai, UAE

Telephone:

+971 (0)4 362 1500

Fax: +971 (0)4 362 0801

www.dfsa.ae

The Swiss Banking Ombudsman
Bahnhofplatz 9
PO Box 1818
CH - 8021 Zurich

Telephone (8:30 to 11:30):

+41 (0)43 266 1414 for German and English

+41 (0)21 311 2983 for French and Italian

Fax: +41 (0)43 266 1415

www.bankingombudsman.ch

UK Financial Ombudsman Service
Exchange Tower
London E14 9SR

Telephone (Monday to Friday – 8:00 to 20:00 (usual business hours), Saturday – 9:00 to 13:00):

020 7964 1000 for switchboard

+44 20 7964 1000 for calls from outside the UK

Fax: +41 (0)43 266 1415

www.financial-ombudsman.org.uk

Channel Islands Financial Ombudsman Service
P O Box 114
Jersey, Channel Islands
JE4 9QG

Telephone:

Jersey: +44 (0) 1534 748610

International: +44 1534 748610

Facsimile: +44 1534 747629

www.ci-fo.org

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