



## Complaints manual

### 1. Main requirements to written Complaint

#### 1.1. Complaint shall contain following information:

- 1) Full name of the customer;
- 2) Address to which Bank's written answer might be delivered;
- 3) Contact phone number;
- 4) Issue of the Complaint, an indication on the violated rights or any other breach of law/agreements;
- 5) Signature of the Applicant

#### 1.2. Complaint shall be made in Kazakh, Russian or English languages.

### 2. Customers can make Complaint to the Bank or any branch or call (Contact Centre of the Bank using the following communication channels:

E-mail	cc @alhilalbank.kz
Legal address of the head office of the Bank	Republic of Kazakhstan
Call center	Almaty, 050040 77/7, Al Farabi Avenue, 14 <sup>th</sup> floor 2330 - free call from a mobile phone Tel: +7 (727) 2330000
Addresses of branches and representative offices in Kazakhstan	
Branch in Almaty	Republic of Kazakhstan Almaty, 050040 77/7, Al Farabi Avenue, 1 <sup>st</sup> floor Tel: +7 (727) 230 44 99
Branch in Astana	Republic of Kazakhstan Astana, 010000 11, Saraishyk Street Tel: +7(7172) 602212,602214,602215
Branch in Shymkent	Republic of Kazakhstan Shymkent, 160021 48«B» Madeli Kozha Street  Tel: +7 (7252) 300 404

3. Timeline for Complaint review is up to 15 calendar days and subject to extension up to 30 calendar days.
4. Anonymous Complaint will not be considered by the Bank.