

## Customer Complaints

**Step 1-** You may visit us at our office in Seef District, through telephone call, via email or in writing. Please provide us with all supporting documents that will assist in resolving your complaint.

Customer Complaints Unit Officer

Phone number: +973 17 588945

Fax number: +973 17 588983

Email: [complaints@taicobu.com](mailto:complaints@taicobu.com)

P.O.Box 5559, Seef District, Manama, Kingdom of Bahrain

**Step 2-** Your Complaint will be acknowledged within five working days from the date of receiving the complaint.

**Step 3-** You will receive our written response within four weeks from the date of receiving the complaint, including the company's decision.

**Step 4-** If you are not satisfied, you have the right to ask the Customer Complaints Officer to review the decision. The Customer Complaints Officer will write back to you advising of the final outcome. If you didn't accept the final decision, you would have the right to take the matter to **Consumer Protection Unit at the Central Bank of Bahrain (CBB)** within 30 calendar days from the date of receiving the Bank final decision letter.

For any further information, please call us on +973 17 588945