



Complaints Form:

We apologize for any inconvenience you may have experienced in obtaining any of the services provided by the bank, with any of the staff, or through the procedures followed. We kindly ask you to fill out the following form and submit it to the bank. We will consider your complaint and respond as quickly as possible, as outlined in this form. Your complaint will be treated with the utmost confidentiality and integrity.

Complaint Information

Complaint Date: / /

Type of Complaint: ☐ New Complaint ☐ Objection to the bank's response to a previous complaint

Department responsible for the complaint:

Branch:

Complaint Reference Number:

Complainant Information

Are you a client of the bank: ☐ Yes ☐ No

Complainant Classification: ☐ Individuals ☐ Companies

Complainant Status: ☐ Client ☐ Client Agent ☐ Company Representative/Authorized Person

Full Name:

Identification (National ID/Passport/Other):

Company Name:

Commercial Register Number:

Account Number (if applicable):

Mobile Number:

Landline Number:

Email Address:

Correspondence Address:

Please select the preferred method of communication: ☐ Mobile Phone ☐ Landline ☐ Email ☐ Mail

Complaint Subject

Are there any attachments to the complaint? ☐ Yes ☐ No

Please specify the nature of the attachments, if any, and attach them to the complaint.



Important Information

Dear customer,

Please note that you should first contact the bank and wait for a response before submitting a complaint to the Central Bank.

We strive to provide better service, so if you wish to submit any complaints or suggestions regarding any of the services or products offered by the bank, or any of the staff or procedures followed by the bank, we are fully prepared to receive your complaints through any of the following means:

1. Contacting the Customer Service Centre at the number 0221200000, please note that calls are recorded for reference when needed.
 2. Visiting the bank's website: www.sc.com/eg
 3. Sending an email with your complaints to Straight2bank.EG@Sc.com
 4. Visiting the nearest bank branch and filling out the complaint form and handing it to a customer service officer.
 5. Contacting the Customer Rights Protection Unit through email at Customerrights.EG@sc.com or by visiting the bank.
- Please keep the complaint reference number, which allows you to follow up on it through (mention channels for following up on the complaint).
 - Please be aware that a response to your complaint will be provided within 15 business days from the date of receipt of the complaint.
 - In the case of complaints related to transactions with external entities, the examination may take more than 15 business days. In such cases, we will contact you to inform you of the time required for investigation and response.
 - The bank has the right to refer all or part of the complaint to another bank if the subject of the complaint falls under the full or shared responsibility with that bank.
 - If you are not satisfied with the bank's response to your complaint, the complainant must return to the bank and notify it in writing within 15 business days from the date of receiving the bank's response at the latest; otherwise, the lack of objection will be considered acceptance of the bank's response.
 - In this case, bank representatives will, within two business days at most from the date of registering the objection, provide you with confirmation of receiving your objection with the same reference number accompanied by the date of submission.
 - The bank will reconsider the complaint if the complainant notifies of non-acceptance of the bank's response to the complaint within the specified period and will finally respond to the complainant within 15 business days from the date of receiving the notification.

Declaration

The complainant acknowledges that if the subject of the complaint falls under the full or shared responsibility with another bank, the bank has the right to refer all or part of the complaint to that bank, in accordance with the procedures and controls contained in the instructions for handling complaints issued by the Central Bank.

The complainant acknowledges that they have received a copy of the complaint on the date of signing it.

Complainant's Name: _____

Complainant's Signature: _____

Date: _____