

Client Complaints Unit

Complaint Number: CCF/000/Year

Date: / /



Name: -----

Civil ID: -----

Tel. No: -----

Fax: -----

Address: -----

Email: -----

Client No*/ Shareholder No**.: -----

Subject of Complaint:

☐ Enclosed Documents (If any) ☐ No Documents enclosed

Declarations:

I hereby declare that all information mentioned herein above is correct and identical to the facts, and I will be fully liable for authenticity of information mentioned herein; furthermore I declare that the subject of complaint is not considered before courts and I will not take any other procedures in case of agreement with the company to take rectifying procedures with respect to the complaint subject and execution of this procedure by the company; I also commit not to resubmit any complaint on the same to Capital Market Authority "CMA" and Central Bank Kuwait "CBK".

Signature

Notes:

The Complainant should submit this form as follows:

1. By hand to Complaints Unit at Noor Investment Company: Shuwaikh, Intersection of Jahra Road and Airport Road – Noor Investment Building.
2. By mail to the Head of Complaints Unit: P.O BOX 3311 AlSafat 13034 Kuwait.
3. By email to the Head of Complaints Unit: complaintunit@noorinvestment.com

Note: Replying to Portfolio clients or fund unit holders shall be made within 30 days from date of receiving the complaint by the Complaints Unit.

For any inquiries contact Complaints Unit Tel: +965 1818080 or by email.

* Client's portfolio account number

** shareholder number for Fund unit holders