

### Complaint Form

**Name:** ----- **Civil ID:** -----

**Tel. No:** ----- **Fax:** -----

**Address:** ----- **Email:** -----

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

#### Subject of Complaint:

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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:
  - By hand to Complaints Unit at Noor Investment Company.
  - By mail to the Head of Complaints Unit.
  - By email to the Head of Complaints Unit.
- Replying to Portfolio clients or fund unit holders shall be made within **30** working days from date of receiving the complaint by the Complaints Unit, replying to consumer finance and credit clients shall be made within **15** working days from date of receiving the complaint, and if the matter is required to study the subject more than that to obtain a response from other parties, notify the customer immediately
- The customer shall receive a copy of the complaint submitted by him as proof of receipt and date.
- The company will respond to the customer either by e-mail, SMS or by surface mail on address given.
- For any inquiries contact Complaints Unit: Tel: 24645721- E-mail: [complaintunit@noorinvestment.com](mailto:complaintunit@noorinvestment.com)

\*Client's portfolio account number \*\*shareholder number for Fund unit holders