

# Arab National Bank London Branch

## Complaints Procedure

August 2023

### 1 Introduction

The policy of ANBL is to deal with complaints fairly and in such a way as to exceed our customers' expectations, by robust investigation, and providing an expeditious response which is both fair and gives the customer fair redress.

ANBL will not differentiate in our treatment of complaints, between customers that have access to the Financial Ombudsman Service, and those that do not. It is the branch's intention to avoid, through satisfying and exceeding our customers' expectations, the need for a referral to be made to that service.

ANBL will not tolerate any aggressive behaviour or rudeness, be it physical and/or verbal towards staff for whatever reason.

### 2 Definitions

#### 2.1 Complaint

The FCA defines a complaint as an expression of dissatisfaction (oral or written) about the provision of, or failure to provide, a financial service. **A complaint alleges how the customer has suffered (or may suffer):**

- financial loss;
- material distress; or
- material inconvenience

#### 2.2 Eligible Complainants

Eligible complainants are those that have access to the Financial Ombudsman service. Although the Branch does not differentiate between eligible and non-eligible complainants for reviewing complaints, only those which are eligible have such access. The following are eligible complainants:

- A private individual ('retail client')
- A business with a turnover of less than GBP1 million (referred to as a 'micro enterprise')
- A charity with an income of less than GBP1 million
- A trust with net assets of less than GBP1 million

### 3 Procedures

#### 3.1 Logging a Complaint

A complaint may be sent to the Branch either verbally or in writing. It is recommended that complaints are submitted in writing to

The Compliance Officer,  
Arab National Bank London Branch  
Curzon Street  
London W1J 7TT

Or by email to: [lon\\_compliance@anblondon.com](mailto:lon_compliance@anblondon.com)

All complaints must be logged on to the Complaints Register as soon as they are received. The Compliance team will review the basis of the complaint, and, based upon this review, will investigate further as appropriate.

A letter or other form of medium i.e. e-mail, should be sent by Compliance to the complainant promptly, (within 2 business days following receipt of the complaint), either

- a. acknowledging receipt of the complaint, and giving a date by which a final response will be sent, or
- b. providing the final response to the complaint.

The complainant will be kept informed on the progress of any complaint and if any immediate conclusion cannot be reached and advised. In any event, the final response will be sent within 8 weeks.

### 3.2 The Financial Ombudsman Service

If the complainant is an 'eligible complainant' (see above definition), the complainant may refer to the FOS at any time: [Financial Ombudsman Service: our homepage \(financial-ombudsman.org.uk\)](http://financial-ombudsman.org.uk).

The Ombudsman can consider a complaint if it relates to any of the following:

- regulated activities
- payment services
- consumer credit activities
- lending money secured by a charge on land
- lending money (excluding restricted credit or where that is not a consumer credit activity)
- paying money by plastic card
- ancillary banking services

It can also consider a complaint on any ancillary services, including advice, carried on in connection with any of the above. The Branch will co-operate with the service, should a complaint be referred to it.

## 4 Conclusion

The review will be documented throughout, including notes of conversations with relevant staff, and the customer themselves (where appropriate). All records must be retained for at least 3 years from the receipt of the complaint.

Once the review has been completed, Compliance will determine whether the complaint was justified or not.

At the conclusion of the review, the Complaints Register will be updated with details of the final outcome together with details of any redress provided to the customer.

One of three possible responses will then be sent to the customer:

1. The response may accept that the complaint was justified, and offer recompense, if that is appropriate (if loss has been incurred) or an apology if not;
2. The response may reject that the complaint is justified; or
3. The response may request further information

Any explanation given to the customer must be clear, fair and not misleading. It must also include, as appropriate, the bank's assessment of the complaint, its decision on it and any offer of remedial action or redress.

A 'final response' closes the complaint (although it can be re – opened by a customer), as does an acceptance of an earlier response by a customer, or a customer not responding to a request for information within 8 weeks.

The branch will act promptly to comply with any offer made to the customer of remedial action or redress.

Whilst taking Consumer Duty obligations into consideration and the need to treat customers fairly, Compliance may still dismiss a written complaint without considering its full merits if satisfied that the complainant has not suffered, or is unlikely to suffer, financial loss, material distress or material inconvenience. This does not however mean the customer does not have further redress, especially if new information can be provided.