

How to File a Bank Complaint?

You Can Reach us through:



Call Center
16668

Or



Website
www.saib.com.eg

Or



Visit the Bank's
Branch

Ensure your protection:

1

Get the complaint
reference number
for follow-up.



2

Maximum
15 business days
to receive banks'
reply.



3

Maximum
15 business days
from the date of
response to object.

In Case:



The issue remains unresolved



The response is unsatisfying

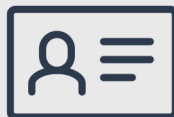
You can escalate the complaint to the Central Bank of Egypt by :

- Visiting **headquarters**.
- Or through website **www.cbe.org.eg**.

Fill out the CBE's complaints form and submit the following :

123456789

The reference number of the submitted complaint to the bank.



National ID card.



Representatives acting on behalf of the account holder are required to submit a power of attorney.



In case of a company:
The commercial register with the authorization to identify the official signatory.