

Reference to the Central Bank of Jordan (CBJ) instructions issued in their letter No. 11628/1/27 dated 28/08/2017 regarding the client's right to submit any complaint about services and/or products that bank provides, we would like to inform you with the following: -

1. The client has the right to submit a complaint to INVESTBANK's Client Care unit on any service or product through any of the following channels; visiting any of our branches in person, sending an email to [clientcare@investbank.jo](mailto:clientcare@investbank.jo), calling our Contact Center at +962 6 500 1515 and follow the voice recording options, or through the bank's verified social media platforms.
2. If the client submitted a complaint to the bank, the Client Care unit will revert within ten working days from submission date along with all the necessary supporting documents. The bank has the right to extend this period to another ten working days if required and inform the client on the extension with the justification on that.
3. In all the cases mentioned above, complaints will be solved within thirty working days from the date of complaint submission.
4. If the client was not satisfied with the bank's response on the submitted complaint, the client can refer it to the Central Bank of Jordan or to the judiciary.
5. The Central Bank of Jordan contact details are indicated on their website, and are as follows: -

|            | Head Quarters              | Irbid Branch       | Aqaba Branch       |
|------------|----------------------------|--------------------|--------------------|
| P.O Box    | 37 Amman - 11118 Jordan    | 235 Irbid - Jordan | 190 Aqaba - Jordan |
| Phone      | (10 Lines) + 962 6 4630301 | + 962 2 7245001    | + 962 3 2013526    |
| Fax        | + 962 6 4638889            | + 962 2 7245006    | + 962 3 2013528    |
| Telex      | 21476 , 21250              | 51562              | 62341              |
| Swift Code | CBJOJOAX                   | CBJOJOAX021        | CBJOJOAX02A        |
| Email      | fcp@cbj.gov.jo             |                    |                    |