Reference to the Central Bank of Jordan 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 the bank provides, we would like to inform you with the following: -

1. You have the right to submit a complaint to the Bank about any service or product that has been provided to you by the Bank, through the Bank's Client Care unit, either by visiting in person and/or by telephone (065001515) through the available options "voice record" and/or sending an email to (Clientcare@investbank.jo) and/or our social media platforms and/or QR available at all branches and/or Bank FAX .

2. In the event that you submit any complaint to the Client Care Unit, we will revert back to you within ten working days from that when the complaint was received with all the supported necessary documents, and the Bank has the right to extend this period to another ten working days if required. The Bank will inform you on the extension with the justification on that.

3. In all of the given cases above, addressing any complaint or responding to it shall not exceed thirty working days from the date of submitting the complaint.

4. If you are not convinced of the Bank's response or decision to the complaint submitted by you, you can route it to the Central Bank of Jordan or to the judiciary.

5. Knowing that the available means of communication with the Central Bank of Jordan are indicated on the website of the Central Bank of Jordan, and are listed below 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		