Complaints Policy

Policy

At Fasset, we are committed to delivering excellent customer service, handling complaints promptly, fairly, efficiently, and confidentially, and viewing all feedback, positive or negative as an opportunity to continually improve our standards.

A customer complaint is any expression of dissatisfaction from a Fasset customer about the company's products or services, whether communicated in writing, in person, or through unresolved telephone discussions

Non serious verbal complaints should be resolved at the frontline in accordance with the principles of this policy and will not be recorded on the Customer Complaints System.

Making a Complaint

Below are the contact details to make a complaint to Fasset:

Tel: 13313372
Email: help@fasset.io

By mail:

Customer Service Manager
Fasset Financial services W.L.L
Office 63, Building 681, Road 3615
Block 436, Al Seef
Kingdom of Bahrain

Procedures

All written complaints will be acknowledged in writing only. All complaints filed in writing or via email will be acknowledged with a reference number within 5 business days of receiving them. Within four weeks of receiving the complaint, Fasset will send the consumer a final written answer outlining the situation and its decision.

Fasset's response time will depend on the complexity of the case. Fasset will, however, keep the customer updated with the progress of the case from time to time.

Unresolved Complaint Policy:

If the customer does not obtain a response from Fasset within four weeks or is dissatisfied with the final decision, the customer has the right to report the case to the Central Bank of Bahrain's (CBB) Compliance Directorate within 30 calendar days of receiving the final response.

Customers can contact the CBB in one or more of the following ways:

- *Submit* the case through the 'Complaint Form' on the CBB's website found here: https://www.cbb.gov.bh/complaint-form/
- *Call* the CBB's Consumer Protection number +973 1754 7789
- *Write* the CBB at the following address: Central Bank of Bahrain, PO Box 27, Manama, Kingdom of Bahrain

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