



# Know Your Rights!

As a customer of Commercial Bank, and in light with The Central Bank of Kuwait's concern for the protection of bank customers, you have rights that will protect you which you should learn about.

## **Fair and Equal treatment:**

You have the right to be treated with courtesy and should not be unfairly discriminated when offering financial products and services.

## **Disclosure and transparency:**

Commercial Bank should provide you with all the information relevant to services and products rendered to you, such information shall be clear, accurate, simple and easy to understand.

## **Privacy and confidentiality:**

It is the Bank's responsibility to protect the interest of customers at all times by maintaining privacy and confidentiality of transactions and consumers' personal data.

## **Suitability:**

The customer has the right to be offered products that are suitable to his needs and are based on the assessment of his financial circumstances.

## **Protection against financial fraud:**

Commercial Bank is responsible to protect customer deposits and savings by means of laying down effective, competent and high-standard, and precisely supervised internal control systems, for the purpose of curbing fraud and embezzlement acts or misuse of the financial services.

## **Due diligence for treatment of customer complaints:**

Commercial Bank insures treatment of customer complaints and their grievances in a swift, fair and independent manner. The Bank sets clear and definite mechanisms for following up and treatment of these complaints without delay, and is maintaining in-house mechanisms for settlement of disputes with customers.

