

CRESCENT COMMERCIAL BANK LIMITED

Complaint Handling Procedure

Dear Valued Customer,

We at Crescent Commercial Bank Limited would like our customers as well as non-customers to tell us their suggestions, complaints and ideas for enhancing our banking services, improving our facilities, and to make customer interaction with CresBank a pleasurable experience.

Your suggestions and feedback is of great importance to us in order to provide our customers best services available. Please be assured that every suggestion/complaint received by the bank is reviewed by our **Complaint Resolution Unit**, setup at our head office to centrally manage the customer feedback and take appropriate action required.

For the convenience of our valued customers we have kept printed Suggestion/Complaint forms along with Drop Boxes at all our branches. The customer has the option to either drop the form in the Drop Box, write to the Branch Manager or Branch Operations Manager or send it directly to the following address;

**Supervisor
Complaint Resolution Unit
Crescent Commercial Bank Limited
1st Floor, Naqvi House
Maulana Deen Muhammad Wafai Road
Karachi-74200**

Please contact our branch customer service staff for any assistance required in this regard.

Please allow up to 10 working days for us to reply to your suggestion/complaint, in case the matter requires further investigation an interim response will be sent. However all complaints will be addressed within a maximum period of 45 working days.

Thank you
Crescent Commercial Bank Limited

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