

# Give us your feedback

We would like to hear from you in case you are unhappy with the service you have received from us. Letting us know your concerns provides us with the opportunity to put matters right for you and improve our service to all our customers.

## How to contact us

Please feel free to share your feedback, concerns and suggestions with your Relationship Manager or our Corporate Services Team.

You can contact our Corporate Service Team by telephone on **+971(0) 4 365 3030** or by emailing us on [uaecorporateservices@barclays.com](mailto:uaecorporateservices@barclays.com) with details of your issue.

## Getting back to you

Once you have contacted us, we will do our best to resolve any complaint promptly and efficiently. If we require more time to complete our investigations, we will:

- Acknowledge your complaint within 24 working hours
- Provide you with a reference number for your record
- Keep you regularly updated with our progress.

If we believe that our investigations may take more than eight weeks, we will provide you with an update on our progress. Once we have considered all aspects of your complaint, we will contact you with our response.

## Taking your complaint further

If, for any reason, you are unhappy with our response, or you do not receive a resolution to your complaint within the time frame communicated, please escalate the issue to the Head of Client Services at [uaeheadofclientservices@barclays.com](mailto:uaeheadofclientservices@barclays.com). Alternatively, you can refer your complaint to our regulator in the UAE, the UAE Central Bank at [consumer.protection@cbae.gov.ae](mailto:consumer.protection@cbae.gov.ae).