Banks' Correspondences with QCB

Second: 294 Banking Consumer Services Protection Department

As per QCB new organizational structure, a new department was establish to protect consumers and maintain financial and banking awareness. The new department is assigned the following responsibilities and duties:

A- Banks, investment companies, finance companies, and exchange houses customers protection
B- Checking banks, investment companies, finance companies, and exchange houses application of the sound banking and financial rules.
C- Receiving customers complaints and if possible settle them.
D- Prevailing banking awareness in the state.

Bank Liaison officer shall be responsible for dealing with customer and public complaints (circular no. (18/2009)) and to be assigned the following duties:

- Dealing with customers and public complaints and respond to them within minimum one week.
- Preparing and saving complaints files to be ready upon demand

QCB shall regularly issue instructions necessary to regulate bank customer relation concerning customer protection, which must be followed by all banks. In case any bank or financial institution violates these instructions, QCB shall take the suitable action upon Banking Consumer Services Protection Department recommendations and in accordance with QCB law no. (33) of the year 2006.