

How to file a bank complaint?

You can reach us through:



Ensure your protection:



In case:



The issue remains
unresolved



The response is
unsatisfying

You can escalate the complaint to the Central Bank of Egypt by :

- Visiting the headquarters
- Or through the website “www.cbe.org.eg”

Fill out the CBE’s complaints form and submit the following :

123456789

The reference number of the submitted complaint to the bank.



National ID card.



Representatives acting on behalf of the account holder are required to submit a power of attorney.



In case of a company:
The commercial register with the authorization to identify the official signatory.