

Name on Account: Account N..... Currency..... Branch.....

Individuals:

Name: Identity Document – Type & No.:

Address:.....

Phone No.:..... E-mail Address:

Please check the box that corresponds to you:

Male Age Range: 18-25 years 26-60 years 60+ years

Female

Corporates:

Company Name: RNE Identification Number:

Address:

Phone No.: E-mail Address:

2) Subject of the Complaint:

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No Documents
 Description of attached documents, if any:

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Contact of TIB’s Client Complaint Officer: 18, Avenue des Etats Unis d’Amérique 1002 Tunis Belvédère; email: Complaint@tib.com.tn; phone N: + 216 70 130 455 / + 216 23900943

NB: Complaints shall be responded to within fifteen (15) working days from the date of its acknowledgement of receipt, if a response is not received by this deadline the client, may resort to the Bank’s mediator.