

Habib Bank AG Zurich is committed to providing exceptional customer service. We welcome the opportunity to address any concerns or complaints you may have. In most instances, your complaint can be resolved by simply making us aware of it. You can raise your issue with our staff in person at any of our branches.

We encourage you to contact us using one of the following options:

-  Submit online: [Complaints/Feedback Form](#)
-  Email at: [complaints@habibbank.com](mailto:complaints@habibbank.com)
-  Call at: **800 HABIB (42242)**
-  Mail at: **Habib Bank AG Zurich,**  
UAE Zonal Office,  
367-1013, Umm Al Sheif,  
Opposite Gold & Diamond Park,  
Sheikh Zayed Road,  
P. O. Box 3306, Dubai, U.A.E.



Our online banking customers can use secure mail to register their complaints/feedback also.

It is Bank's policy to reply to you within 10 working days. In circumstances where this is not possible, Bank will keep you informed of the progress regularly.

The Bank expects the majority of complaints will be quickly resolved to your satisfaction at this level. If you are not satisfied with the response from the Bank, then you can write (with details) to the Country Manager at our mailing address. If you still feel we have not resolved your complaint fairly then you have the right to refer your complaint to Sanadak, UAE's independent financial Ombudsman Unit.

Sanadak will accept your complaint if your complaint was not registered by the Bank, or we did not provide our final response to your complaint within 30 days of receipt, or if you are not satisfied with the resolution of your complaint.

SANADAK Contact details:

-  Phone: **800 SANADAK (800 72 623 25)**
-  Website: [www.sanadak.gov.ae](http://www.sanadak.gov.ae)
-  Office: **SANADAK Unit**  
Emirates Institute of Finance Building,  
Ground Floor,  
Sultan Bin Zayed The First Street,  
Abu Dhabi, U.A.E.

If you have any enquiries about Sanadak, please contact via e-mail: [Info@sanadak.gov.ae](mailto:Info@sanadak.gov.ae)