

# Channels available for complaints

Dear Customers,

We are pleased to inform you that there are many mechanisms available to you, both internally and externally, to address any complaint, dissatisfaction or dispute regarding your operations with our organization.

You are invited to make use of these recourses in the order indicated to optimize the processing of your request.

## Internal system :

### 1- Complaint submitted to customers' support

The Customer support is at your disposal for any complaint, information request or assistance, by filing a request or by linking contact via phone, email from Monday to Friday from 9 a.m. to 5:30 p.m :

- Phone: 0522 58 88 38
- Mail : [reclamations.centrederelationclient@attijariwafa.com](mailto:reclamations.centrederelationclient@attijariwafa.com)

### 2- Complaint submitted by Attijarinet

<https://attijarinet.attijariwafa.com>

### 3- Complaint submitted to your Branch

## External system :

### 1- The Banking mediation

In case the response to your complaint does not satisfy you, or you have not received a response within 40 working days, you have the opportunity to contact the Moroccan Centre for Banking Mediation CMMB, which manages the banking mediation mechanism for the amicable settlement of disputes arising or which may arise between Credit Institutions and their Clients through one of the following means of referral :

- Banking mediation tab available on the bank's institutional website or via the following address: <https://www.attijariwafabank.com/en/mediation-bancaire>
- Tel : 05 22 27 21 69 / Fax : 05 22 26 24 28
- Email : [cmmb@cmmb.ma](mailto:cmmb@cmmb.ma) /Site web : [www.cmmb.ma](http://www.cmmb.ma)

### 2- Complaint filed with the Banking Supervision Department of Bank Al-Maghrib

Any client may refer the matter to Bank Al-Maghrib, which will reserve at its request the response it deems appropriate.

The client's request can be sent to Bank Al-Maghrib through one of the following ways:

- By mail to the attention of Direction de la Supervision Bancaire at : Tour Casablanca Finance City, 24ème étage, lot 57, quartier Casa-Anfa Hay Hassani.
- By e-mail to : [RECLAMATIONS\\_CLIENTELE@bkam.ma](mailto:RECLAMATIONS_CLIENTELE@bkam.ma)
- By letter submitted to the office of the Banking Supervision Department at the aforementioned address or at Bank Al-Maghrib's branches and agencies throughout the Kingdom.

For any assistance (orientation, steps to follow, response to the claims), the customer can contact the Customer Protection Unit of Bank Al-Maghrib by calling the following numbers: 05 22 47 81 00 or 05 22 47 80 00.

Yours faithfully.



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Attijariwafa bank