

**FEEDBACK FORM  
(BDL CIRCULAR 158)**

**FRANSABANK SAL**

Dear valued customer,  
We, Fransabank, are committed to offer you the best products and services.  
We greatly value your feedback and welcome any concerns, suggestions or complaints. This will help us further improve our standards to guarantee your satisfaction.

**Client's information:**

Customer Full Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Address: \_\_\_\_\_

Branch: \_\_\_\_\_

Client ID: \_\_\_\_\_

**Best way to contact you:**

E-mail \_\_\_\_\_

Phone \_\_\_\_\_

Preferred time 9AM-12PM 12PM-2:30PM

Branch related to your complaint \_\_\_\_\_

Staff who served you \_\_\_\_\_

**Complaint's details regarding 158 circular eligibility:**

*\* This form must be properly filled, signed and deposited inside the dedicated box at the branch. It will be directly transferred to our "Financial Consumer Protection Unit" at the Head Office at Fransabank Sal.  
\* Our specialized unit will contact you within 3 days of feedback submission, and the duration of the written reply shall not exceed 15 working days unless for exceptional cases that might require more time.*

Privacy Note: All information on this form will be kept confidential and will be used by Fransabank to evaluate your feedback.

**CLIENT'S NAME & SIGNATURE**

**DATE**

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