



For complaints:

- Complaints Toll-Free number: 080022332
- Email: complaints@capitalbank.jo
- Website: <https://www.theblink.com/en>
- Fax number: +962 6 5692062
- P.O. Box 941283 Amman 11194 Jordan
- Call center: +962 6 5200100
- Complaints: +962 6 5100200

General notes:

your complaint will be processed within 10 working days from the date of submission and a maximum of 30 working days.

In case our response to your complaint was not satisfactory, you can reach out to the Central Bank of Jordan through the following channels, or you can pursue it legally.

Phone: +962 64630301

P.O. Box: 37 Amman 11118 – Jordan

Fax: +962 6 4638889

Email: fcj@cbj.gov.jo visit the bank

****The Central Bank of Jordan terms and conditions regarding dealing with customers' complaints apply as listed on the bank's website www.cbj.gov.jo**