

Dear Customer,

We would like to extend our wholehearted thanks to our faithful customers. The growth and achievement we have experienced over the years is because of customers like you, who faithfully support our Bank.

We also take this opportunity to remind you of our dedication to addressing all communication received from our customers through the many channels available to you.

These channels include:

1. 24-Hour Call Center: 2479 1111
2. email: care@bankdhofar.com
3. Fax: 24787063
4. Post: Quality Assurance, P.O.Box 1507, PC 112

For your convenience, this information is available in all our branches and on our website (www.bankdhofar.com).

Our Quality Assurance team is dedicated to addressing all customer feedback and resolving issues in a timely manner. This unit is headed by Mr. Hamed Al Hamdan who personally oversees the day to day operations of the unit. You can contact him at 24790466 extension 764.

We appreciate your trust and business. We will do our very best to continue to meet your banking needs and give you the kind of service you deserve. Please do not hesitate to contact me at 24790466 extension 401 if you do not receive a response on your suggestions, complaints or service feedback.

Thank you again, we look forward to serving you for many years to come.

Sincerely,

Ahmed Said Al Ibrahim
Assistant General Manager-Government Relations
BankDhofar