



Customer Service / Investors Charter

The Ministry of Industry, Commerce and the Bahrain Investor Center are keen to provide distinguished services that satisfy investors and exceed their expectations of adopting a customer service charter. The charter aims at clarifying the responsibility of the registration staff and service seekers to provide outstanding service .

Dear Investors, Our ultimate goal of providing our services is to achieve your ambitions and aspirations in a positive commercial environment, and joining forces with you and working together in a positive and supportive manner will enhance the growth and safety of the Kingdom of Bahrain .

We are committed to the development of the trade sector in order to consolidate the Kingdom of Bahrain and achieve excellence through continuous improvement in the delivery of distinguished services and to achieve this we will be guided by our core values and service standards to meet the changing needs of investors and enhance direct communication with them .

Our Commitments To You

- We will treat you in a respectful manner and gently with smile and we will take care of you with all the attention to all your requests and inquiries.
- We work to provide fair and high quality services.
- We treat your needs professionally and do our utmost to meet them in accordance with applicable laws and procedures
- We provide you with excellent services in an efficient, organized and transparent manner and we work to achieve your expectations of the service provided .
- We offer our services through a team that is cooperative, confidential, experienced and knowledgeable, understands your needs and can answer your queries .
- We will respond to all your inquiries and deal with them in a timely manner. We will provide you with the requirements of each service and to deliver at the earliest. We will facilitate your communication with us and we will respond to your feedback on the services provided in a timely manner .
- We deal with any problems with the service provider by our customer service team privately.
- Secure accurate information to ensure proper service procedures .
- We respond to your requests in a timely manner without delay.
- We are reducing the number of procedures to provide you fast and smooth service .
- We provide service at all times and through channels that suit you as much as possible .
- We welcome your comments and suggestions to share with you the development of our services.

What We Want You To Provide a Distinct Service To You

To ensure this, BIC expects customers to:

- Appreciate and treat our employees' efforts with mutual respect and appreciation .
- Providing all the required documents and documents so that we can provide you services quickly.
- Let us know as soon as there is an error or modification of the data .
- Respond to investor service team inquiries to serve you better and on time.

Replies and Contact Information

In view of the importance of your opinions and responses, we welcome all your suggestions and comments related to improving and enhancing the level of services at BIC through the following channels of communication :

Working hours:

From: 7:00 A.M To: 02:00 P.M from Sunday to Thursday.

Tel.: 80008001

Live Chat is now available on our web portal: www.sjilat.bh

Location: Financial Harbor - Second Floor , P.O.Box: 5479

