

Make a Complaint

Capital International Bank



Please Note: This form has been optimised for digital use to avoid as much paper waste as possible. Please download and save this file locally on your device that you are using and open with Adobe Acrobat.

You do not need a paid account, but you may need to configure your digital ID for signing (please follow the 'on screen' steps when using Adobe Acrobat for full details on how to do this).

This form allows you to tell us about your concerns so that we can fully understand the issue and the action you believe should be taken to correct the matter.

Our Client Complaint Procedure can be [found here](#) and explains how to raise a complaint and what happens next.

Name and contact details

Title			
Forename(s)			
Surname			
Email			
Contact Number	 Country Code	 Area Code	 Number
Name of Company you work for (if applicable)			
Are you a client of Capital International Bank?	☐ YES*	☐ NO	*If YES please provide your client name and account number.
Client Name			Account Number

Tell us about your complaint and how you've been affected

Please provide as much detail as possible including where applicable, any financial loss, the date the issue occurred and the department / name(s) of any staff you were dealing with.

Make a Complaint



Contacting you about your complaint

What is your preferred method for us to contact you? Please select an option below, ensuring you have provided contact details on page 1.

☐ Email ☐ Telephone ☐ Secure Message (only available to existing clients via VELTA)

By signing below, you confirm that the information in this form is accurate and true.

Your Signature

Date Signed

Date (dd/mm/yyyy)

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Sending us your completed complaint form

Our full contact details can be found within our Client Complaint Procedure however, for ease this form can be emailed to cibcomplaints@capital-iom.com or for existing clients, uploaded through VELTA secure messaging.

Once we have received your completed 'Make a Complaint' form, we will contact you within 7 days.

Capital International Bank

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