

## **Customer's Charter**

Bahrain Post is committed to providing high quality services to all its customers via its network of postal offices across the Kingdom and aims to continuously improve on the services provided in order to meet your needs.

### **Customers' Rights**

- We welcome you with respect and provide qualified staff to serve you.
- We provide you with fair high quality and distinguished services.
- We provide clear and accurate information across all our service channels and outlets.
- We provide a team of experienced and cooperative staff who will maintain confidentiality and respond to your queries promptly and in a timely manner.
- We solve any issues you face with our services.
- We respond to your requests with minimum delay.
- We provide you with wide-ranging services that are readily available, accessible, and that will meet your needs.
- We welcome your feedback and suggestions with regards to the different services offered, with the aim of using your experience to improve and enhance our services.

### **Customers' Responsibilities**

- Appreciate the customer service staff's effort and treat them with mutual respect.
- Ensure that you are informed about the terms, conditions, and documentation required for each service prior to submission.
- Provide all the necessary information and documentation required to proceed with the service upon submission.
- Notify us on any errors or if there are any details that need to be updated as soon as possible.
- Cooperate with the customer service staff and ensure transparency when responding to any queries and information required to complete the service.
- Adhere to the specified timeframe for each service when submitting your application at postal offices.