



Customer Service Charter

1. What to expect from us

- **Professionalism:**

We believe in serving customers (citizens as well as expats) to meet their requirements at a convenient time is on top of our priorities. Therefore, we ensure providing an excellent professional service to guarantee customer satisfaction and meet their expectations.

- **Simplicity:**

EWA customer care centers are spread around the kingdom as it is proportionate to kingdom of Bahrain's population, in order to guarantee an easy access to the centers to process all kinds of required applications, as well as providing, and enhancing our E-services.

- **Credibility:**

Offering a team of reliable professionals with a wide knowledge, that understand client's needs and requirements and able to respond to all queries with most credibility and accuracy.

- **Privacy:**

We pay high attention to the confidentiality and secrecy of all of our customer data, in order to maintain a mutual trustworthy business relationship.

2. What we expect from you

- **Documents:**

To maintain a high quality service, customers are requested to provide all the required and accurate documents attached to their applications.

- **Suggestions:**

We value all your suggestions and complaints in order to improve quality of our services to achieve total customer satisfaction. You can share with us your suggestions and comments by visiting “Tawasul” website or by clicking on the following link: http://services.bahrain.bh/wps/portal/tawasul/Home_en

- **Respect:**

To follow and respect the rules and regulations of EWA. in addition, to appreciate and value the efforts of our staff and treat them with respect.

- **Updating data**

To inform EWA staff in case of any change in your personal information regarding your service application.