

# We always listen to you because you deserve the best.

Your experience with us is the key to developing our services and improving the quality of what we offer you

## Communication Channels for Submitting a Complaint



Customer Support Form  
Form



Live Chat



Unified Number  
8001200066

## Complaint Submission and Handling Process

1 Submit the complaint through one of the communication channels

2 Notify the customer with the complaint number via SMS

3 A customer care representative will contact the customer

4 Forward the complaint to the concerned department for processing

5 Processing time does not exceed 10 business days from the date the complaint is raised

6 Inform the customer of the resolution via phone call or SMS

7 Escalation: If the customer is not satisfied with the resolution, they can escalate the complaint through the Central Bank portal Central Bank portal

الفا العربية للتمويل

Alpha Arabia Finance