

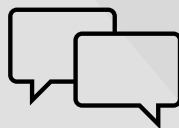
We always listen to you because you deserve the best.

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