

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



Live Chat



Unified Number
8001200066

Complaint Submission and Handling

- Submit the complaint through
One of the communication channels
- Notify the customer with
The complaint number via SMS
- A customer care
Representative will contact
The customer
- Forward the complaint to
The concerned department
For processing
- Processing time does not
Exceed 10 business days from
The Date the complaint is raised
- Inform the customer of the
Resolution via phone call or SMS

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