



**Towards
better
service!**

**Customer
Complaints
Guide**

Our Valued Customer

To provide the highest levels of service to Jordan Ahli bank's customers and to ensure their satisfaction, we would like to inform you that in case you are dissatisfied with any of our services or products;

You may submit a complaint via any of the following channels:

- Our "contact us" page: ahli.com/contact-us
- Our call complaints department during official working hours on: +962-6-5656300.
- Our contact center number: +962-6-5007777, available 24/7.
- Our complaints department email: (complaints@ahli.com).
- Regular mail P.O. Box 3103 postal code 11181 Amman - Jordan.
- Visit our complaints department at the headquarters building - Shmeisani, Queen Noor St., during official working hours.

We will be unable to receive and process complaints that fall into the following categories:

- Complaints related to lawsuit being litigated or previously decided by competent court.
- Complaints related to labor laws or association laws.
- Complaints with missing information such as complainant name and contact details.
- Complaints related to issues of combating money laundering and terrorist financing operations.
- Complaints that contain obvious abuse and/or words that include (defamation, threats, profanity ... etc).
- Customer inquiries and suggestions.

For customer inquiries and suggestions:

Please contact call center +96265007777

Confirming complaint receipt:

- **Upon receiving your complaint; we will confirm the following with you:**
 1. Your full name.
 2. Contact information.
 3. Complaint details.
- **You will be provided with the following details:**
 1. Complaint reference number.
 2. Date of complaint receipt.
 3. The phone number, extension, and email address of the complaint department to follow-up your complaint.
 4. You will receive a response to your complaint within 10 business days of receiving the required documents.
- We will contact you for any missing documents/ data within a maximum of 5 business days after receiving the complaint, requesting your cooperation to provide the required documents/ data within 5 business days to prevent the cancellation of the recorded complaint.
- If your complaint was resolved on the same day it was received, you will not receive any follow-up calls.

You may file complaints with the Central Bank of Jordan in the following situations:

- You were not contacted within ten business days of receiving the complaint and all required documents.
- We refuse to receive your complaint.
- If our response to your complaint was not convincing.

You can submit complaints to the Central Bank of Jordan via the following channels:

- The Central Bank financial consumer protection department (+962-6-4630301).
- The Central Bank website: info@cbj.gov.jo
- The Central Bank email: fcj@cbj.gov.jo
- Visit the Central Bank's headquarters in Amman or any of its branches in Irbid or Aqaba.

We assure you of our constant keenness to provide the best services.

Jordan Ahli Bank

