

Towards better service!

Customer Complaints Guide

Our Valued Customer

To provide the highest level of service to our valued customers and ensure satisfaction with the services provided, we would like to inform you that if you are not satisfied with any of the services or products provided to you by us or by Jordan Ahli Bank, you can file a complaint through the following communication channels:

- Directly calling the Customer Complaints Unit during official working hours at: +962 6 5206000 – Ext: 6061.
- Email: complaint@ahlibrokerage.com.
- Fax number: +962 6 5821162.
- Regular mail: P.O. Box 942077 postal code 11194 Amman – Jordan
- Personally, visit the Customer Complaints Unit at Head office Building–Sweifieh during official working hours.
- Complaints boxes.
- Jordan Ahli Bank: You can file a complaint to Jordan Ahli Bank - Customer Complaints Unit through the communication channels available on the bank's website www.ahli.com.

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 Customer Service Unit at: +962 6 5624471.

Confirming complaint receipt and periods needed for dealing with complaint:

- 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 Customer Complaints Unit to follow-up your complaint.
- The expected period to receive a response to your complaint is within (10) business days from date of receipt of the complaint. This period can be extended, and the customer will be informed of the justification for this extension. In all cases, the period required to respond to any complaint should not exceed (30) business days from the date of submitting it.
 - 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.
 - In case if you are not convinced, you can refer to the Jordan Securities Commission or Central Bank of Jordan or judiciary.

You may file complaints to the Jordan Securities Commission or Central Bank of Jordan in the following cases:

- You were not contacted within 10 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 file complaints to the Jordan Securities Commission via the following channels:

- Visit the Jordan Securities Commission "customer service" to fill out the complaint form.
- "Bekhedmetkom" platform.
- The Jordan Securities Commission email: info@jsc.gov.jo.
- The Jordan Securities Commission website: www.jsc.gov.jo.

You can file 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: www.cbj.gov.jo.
- The Central Bank email: fcp@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 continuous commitment to providing the best services

