

# Are you satisfied with our services?

**For your convenience, we receive and resolve complaints immediately through any of the following channels:**



Phone Banking: 920003344  
Affluent & Private Customers Phone:  
8001248880



Branches\*

**If we can't resolve your issue immediately:**

- Your complaint will be registered
- Complaint number will be forwarded to your mobile
- We are committed to inform you of your complaint status within 10 days in case it was not resolved
- Use Phone Banking anytime to know the status of your complaint

**You can also send your comments and complaints through one of the following channels:**

- Fax\*: 0114600705
- Al Mubasher [www.almubasher.com.sa](http://www.almubasher.com.sa)

Your satisfaction is our goal, in case you are dissatisfied with the complaint resolution, you have the choice to **escalate** it through:

Phone Banking: 920003344 or Affluent & Private Customers Phone: 8001248880



Website

\* The "Complaint Form" is available in the branch or from our website

For more information, please visit our website, or scan any of the QR-codes.



Al Mubasher