

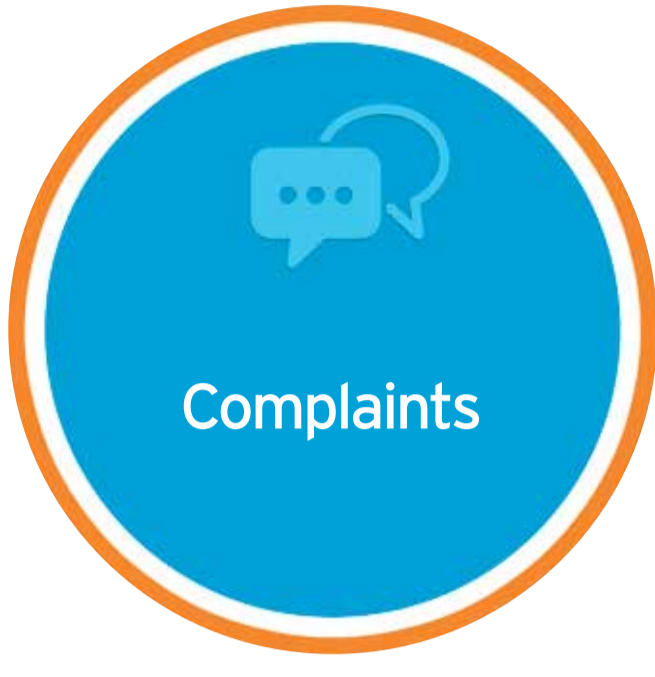


sambacare
samba customer care



Complaints & Feedback

As part of our efforts to guarantee **your rights as a Samba customer**, we welcome all complaints and suggestions related to any of our services which did not get your satisfaction. Your comments, suggestions and inquiries will help us improve the level of service we provide to our valued customers.



Complaints

How To Make A Complaints



1 Submit a complaint to SambaCare

At SambaCare, we have a clear procedure to deal with your requests fast, efficiently and reliably.



2 Communication channels

Send your complaints through one of the channels below:



SambaPhone

Call 800 124 2000 and choose 3, then follow the instruction. And for international calls : +966 11 479 7400.

SambaMobile

Use SambaMobile app. Login to your account then press on (more) and chose customer care icon in the second page. Compose request and register your complaint in the appropriate category.

Samba Fax

Fax your complaint to +966 11 217 7979



SambaOnline





For Samba clients, log in to your account at samba.com then choose Samba Customer Care icon and send your complaint. If you have not yet registered for SambaOnline services, go to the bottom of the main page and click on Customer Support, go to Customer Care/ Online and select [click here](#).

SambaCare

Visit SambaCare in Riyadh at Samba Sulamaniyah, Abdullah Ibn Sulaiman Al Hamdan St. or visit any SambaCare counter at any Samba branch.

Samba Mail

Send a letter by mail to:
Samba Financial Group
SambaCare
P.O Box 25895
Riyadh 11476
Saudi Arabia

-  Indicate your name and the mobile number you wish us to use when communicating with you, and suitable time you wish us to call.
-  Do not share your account or card numbers.
-  Do not share confidential account details and your passwords.
-  We are here to listen, so take your time and explain your request clearly.



When we receive your complaint, you will receive a confirmation message on the mobile phone you registered with Samba containing the reference number and the maximum closure date.

Processing time may vary based on the nature of the complaint but not to exceed 10 working days.



The concerned department will communicate with you within one week from date of submission in case more details are required, or to specify a longer period of time to process the request.



3 Handling Complaints



Samba care staff will contact you to inform you about the result of your complaints.

You will receive a text message containing the reference number and inform you that your complaint has been closed.

Processing time varies according to the nature of the complaint but not to exceed 10 working days.

If you are not satisfied with the way your request has been handled, or if you are not convinced with the outcome of your complaint, and you wish to escalate the complaint ... kindly follow the steps below



It's your right

Visit

Visit the head office of SambaCare in Riyadh, Sulamaniyah Branch, Abdullah Al-Hamdan St. Working hours from 9:00 am to 5:00 pm from Sunday to Thursday

The E-mail

By sending an e-mail to CustomerCare@samba.com directed to the customer care manager with mentioning the complaint number



Stay abreast of the latest products, services and bank safety tips at our website.

800 124 1010 | www.samba.com

think samba | World class banking solutions for the most important things in life

