



# **Complaint managing mechanism or inquiries For Bank Albilad customers**

## Dear Customer..

- You can submit your complaints or inquiries through the following various channels of the Bank:
- Bank Albilad Headquarters
- Bank Albilad Branches
- Albilad App
- The free phone number: 800123000
- Email: [customercare@bankalbilad.com](mailto:customercare@bankalbilad.com)
- Website: [www.bankalbilad.com](http://www.bankalbilad.com)
- Your complaint or inquiry will be created in the system upon receipt of the request.
- We will provide you with the reference number and the time limit for handling the complaint or inquiry via an SMS.
- You can follow up on the complaint or inquiry through contacting the Bank phone number around the clock.
- You will be contacted upon completion of handling your complaint or inquiry, and you will be provided with the results of its detailed handling and the necessary documents, if any.
- In case you are not satisfied with the outcome of the complaint or inquiry, it will be escalated to a higher level within the Bank, or you will be directed to the competent or concerned party.
- The channel used to communicate with you will be documented and its records will be kept for reference when needed.
- Complaints or inquiries shall be handled in the Bank as per the instructions issued by the Saudi Central Bank.

