



Learn how to file a complaint or provide a suggestion

on how to improve our services:

In order to provide unparalleled services and financial consumer protection principles and rules, we welcome any complaint or suggestion concerning a service provided to you that did not meet your expectations.

We also listen to your complaints and suggestions to improve the services we provide to our valued customers.



How to file a complaint with the Customer Care Center:

We have a clear and accessible mechanism in place in our Customer Care Center to handle your complaints instantly, efficiently, and reliably.



Communication Channels:

Complaints are filed through the following channels:



Phone Banking

For complaints, call 8001160131. From outside the Kingdom, call +966 1222 41777



SNB AlAhliOnline

Log in to your account at alahlionline.com, then select the "Requests and Complaints" icon



SNB Mobile

Log in to your account at alahlionline.com, then select the "Requests and Complaints" icon



SNB Quick Pay

Log in to your account at alahlionline.com, then select the "Requests and Complaints" icon



Saudi National Bank Quick Pay Centers

Branch working hours are from Sunday to Thursday, 9:30 AM to 5:30 PM



Saudi National Bank Fax

You can send your complaint to fax No. (+966 112 177 979)



National Address of the Saudi National Bank

Send a written message to:
Saudi National Bank (Riyadh, King Fahd Road 3208 - Al Aqeeq District Unit No. 778, Zip Code 13519 - Additional No. 6676), Kingdom of Saudi Arabia



Official Email to the Saudi National Bank

Send an e-mail to (Complaints@alahli.com)



You have the right to object:

If you are dissatisfied with the way your order was handled, or with the outcome of the complaint resolution, you may file a complaint through the following methods listed below:



Phone Banking



Official Email to the Saudi National Bank

Send an e-mail to (Complaints@alahli.com) addressed to the Customer Care Center Manager, with the complaint number



Quick Pay Centers



Customer Care Center

Visit us at the Customer Care Center, Jeddah - Al-Baghdadiyah Al-Gharbiyah - Al Balad Tower. The centers working hours are from Sunday to Thursday, 8:00 AM - 4:00 PM

For more information please call SNB AlAhli Phone Banking 920001000

The Saudi National Bank a Saudi Joint Stock Company Under the Supervision and Control of The Saudi Central Bank.

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