

# Learn how to file a complaint /provide a inquiry on how to improve our services:



In order to provide unparalleled services and to uphold banking consumer protection principles, we welcome any complaint or inquiry concerning a service provided to you that did not meet your expectations. We also listen to your complaints and inquiry 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 +966122241777



#### SNB AIAhli Online:

Log in to your account at [alahlionline.com](http://alahlionline.com), then select the "Requests and Complaints" icon.



#### SNB Mobile:

Log in to AIAhli Mobile app, after logging into your account, select the "Requests and Complaints" icon.



#### Official Email to the Saudi National Bank:

Send an e-mail to ([Complaints@alahli.com](mailto:Complaints@alahli.com)).



#### Saudi National Bank Branches:

Branch working hours are from Sunday to Thursday, 9:30 AM to 4:30 PM.



#### 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.



## Your right to object:

If you are not happy with the way your complaint has been handled or are not satisfied with the outcome of the complaint and wish to raise your objection, you can escalate the complaint through the following channels:



#### Phone banking



#### Email:

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



#### Saudi National Bank Branches



#### Customer Care Center:

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