



## We care

Your complaint is important to us ...

We are pleased to receive your complaint through the following official channels and we promise to get it resolved within five working days:

- anb branches
- [anb.com.sa](http://anb.com.sa)
- Fax: +966 11 276 9272
- Toll Free: 800 119 2222
- anb mobile app
- TeleMoney remittance center

In case you are not satisfied with the provided solution or if (five working days) passed without receiving any response, you can escalate the complaint through the following stages, taking into consideration that the solution may take two working days.

**First stage:** contact deputy Head of complaints Resolution Department through the direct line +966 11 271 8620

**Second stage:** contact Head of Customer Complaints Resolution Department through the direct line +966 11 271 8621

You may also check the Banking Consumer Protection Principles or download a copy of it through Saudi central bank