



Your Voice Matters to Us

And your experience is the foundation
for improving our services

Contact Channels for Submitting a Complaint



Website form:
aljfinance.com



Toll-free number:
8002442211



You can click here to go directly to the complaint submission form.

Complaint submission and handling process

1

Go to the Help & Support section at the bottom of our website and click on Request or Complaint.



2

Fill out the online form with the correct information and click send your feedback.



3

You will receive an SMS with your complaint reference number and the expected resolution time.



4

After your complaint is resolved, you will receive another SMS with the result.



You can contact us on the toll-free number for any inquiry regarding your complaint.

Complaint Escalation Process

Dear customer, If you are not satisfied with the result of your complaint, you can escalate it through the SAMA Portal using the link below:

<https://e.sama.gov.sa/>