



# 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**

## 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://www.sama.gov.sa/>**