

Complaints Guidelines

We strive to provide the best possible service. However, if there are any complaints, do not hesitate to contact the Customer Complaints Department to file a complaint in this regard. All complaints submitted by customers are handled efficiently, effectively, and in complete confidentiality by a specialized, qualified, and trained cadre following clear and standard procedures.

We refrain from accepting complaints under the following circumstances:

- 1- Complaints brought before the court, or a court ruling has already been issued.
- 2- Complaints related to labor and trade unions.
- 3- Complaints that do not contain a name or information about the complainant.
- 4- Complaints related to combating money laundering and terrorist financing operations.
- 5- Customers' inquiries and suggestions.
- 6- Complaints containing blatant abuse and/or words such as defamation, threats, profanity... etc.

Periods for processing a complaint:

The complaint shall be evaluated, processed, properly decide, and the complainant shall be informed of the decision within ten working days calculated from the date of receiving the complaint and all necessary documentation related to it. This period may be extended by another ten working days if the nature of the complaint requires.

The customer will be informed of the reasons for the extension, and in all cases, the period for processing and responding to a complaint must not exceed thirty working days from the date of submission of the complaint.

If the customer is not convinced of the Bank's response to the complaint, they can appeal to the Central Bank of Jordan.

How to contact the Central Bank of Jordan:

- 1- Financial Consumer Protection Department – Central Bank of Jordan 06 4630301.
- 2- www.cbj.gov.jo
- 3- fcj@cbj.gov.jo
- 4- Visiting the Central Bank of Jordan's buildings located in Amman (Headquarters), Irbid, and Aqaba.

