



التمويل متناهي الصغر

## The complaint Procedures :

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All complaints received by direct call or emails

Numbers and contact addresses for filing and following up the complaint:

**Email:** [Complaint@Brjmf.com](mailto:Complaint@Brjmf.com)

**The Website:** [www.BRJMF.com](http://www.BRJMF.com)

### Time frame for guest feedback:

Respond to complaints received directly from Guest within a maximum of five working days from the date of receipt

- Responding to complaints from Guest that the organization accepted the guest objection to the response of the entity for a maximum period of three working days from the date of the request for approval
- Responding to complaints that have been classified by SAMA as high importance within two working days of the date of submission.

### How to raise the complaint and escalate it to the highest levels or to other parties if the Guest does not accept the settlement that was made:

The complaint is received from the Guest and is escalated administratively according to the type of complaint and its priority, and is escalated electronically to the upper level in case of delayed response from the first Person of the complaint, and if the guest is not satisfied with the reply can communicate with the Department of Customer Protection at the Saudi Arabian Monetary Agency through the following channels:

- Telephone :8001256666
- Email: [cpdc@sama.gov.sa](mailto:cpdc@sama.gov.sa)
- Visiting the customer service center in head office of the Saudi Arabian Monetary Agency , king Saud bin Abdul Aziz street , Riyadh
- Send complaint to the Saudi Arabian Monetary Agency to customer protection department , king Saud bin Abdul Aziz street P.O. 2992 Riyadh 1169 Saudi Arabia

