

# Customer Complaints Guide

## Overview

The Orange Money Jordan Customer Complaints Unit strives to ensure you have the best possible experience with our services. Our primary goal is to listen to you and address all complaints and feedback quickly and transparently, thereby enhancing your satisfaction and trust in us.

The unit is committed to responding to all complaints within a specified timeframe and providing appropriate solutions in accordance with best practices, while safeguarding your rights and interests.

We believe that your communication with us contributes to the continuous improvement of our services and helps us deliver a comprehensive, secure, and reliable financial experience for all our customers.

## We welcome your complaints through any of the following channels:

- Regular mail: Customer Complaints Management Unit - Head Office, P.O. Box: 926026, Postal Code: 11195, Amman – Jordan
- Email: [Orangemoney.Complaints@orange.com](mailto:Orangemoney.Complaints@orange.com)
- Direct contact with the Customer Complaints Management Unit during official working hours (from 8:00 AM to 5:00 PM) via the toll-free number 0777700141 or 1441
- Personal visit to the Head Office building
- Fax: +96264606111
- Text and email messages via phone number 0777700141
- The company website

## We regret that we cannot receive or process complaints that fall within the following categories:

- ✓ Complaints that are currently before the courts or have already resulted in a court ruling
- ✓ Complaints related to labor and union issues
- ✓ Complaints that do not include a name or information about the complainant
- ✓ Complaints containing clear abuse and/or language that includes defamation, threats, profanity, etc.
- ✓ Customer inquiries and suggestions.

## Complaint Receipt Confirmation:

- A. Upon receiving your complaint, we will contact you to confirm the following:

1. Complainant's Name
2. Your Contact Information
3. Subject of Complaint

B. You will also be provided with the following:

1. Complaint Reference Number
2. Date of Complaint Receipt
3. Our Phone Number and Email Address for Follow-up
4. The expected timeframe for our response to the complaint, which will be within 10 business days from the date of receipt, along with all necessary supporting documents.

C. We will contact you within a maximum of 5 business days from the date of receipt if there are any missing information or documents. We urge you to cooperate with us and provide the required documents or information within five business days to avoid cancellation of your registered complaint.

D. Please note that if the complaint is processed directly on the same day, we will not contact you to confirm receipt.

### **How will we process and follow up on your complaint?**

We will contact you and inform you of our response to your complaint. Our response will include the following:

1. Complaint reference number
2. Subject of complaint
3. Final decision regarding the complaint
4. Summary of the reasons behind our decision
5. Our contact information should you require further clarification
6. If you are not satisfied with our response, you may appeal to the Central Bank of Jordan or the courts.

### **You can file a complaint with the central bank in the following cases:**

1. We do not contact you within 30 working days of receiving your complaint and all required documents.
2. We refuse to accept your complaint.
3. Our response to your complaint is unsatisfactory.

### **Ways to submit a complaint to the Central Bank**

- Contact the Financial Consumer Protection Department at the Central Bank of Jordan at (+96264630301)
- Via the Central Bank of Jordan website
- Send an email to: [Fcp@cbj.gov.jo](mailto:Fcp@cbj.gov.jo)

- Visit the Central Bank's main building and its branches in Irbid and Aqaba in person