

COMPLAINTS HANDLING PROCESS

At Al Baraka Bank our priority is to satisfy our clients with the highest levels of service. Accordingly we appreciate your feedback, which is carefully analysed and where necessary implemented to improve on your customer experience.

In the event that you are not satisfied with the products and services and/or advice received a complaints handling procedure is available. You may contact either the Branch Sales Manager or our Customer Services Centre directly to lodge your complaint.

The complaint will be logged onto a Customer Complaints Register and you will receive a reference number via SMS. Kindly be advised that our Customer Services Centre calls are recorded.

Customer Services Centre

Telephone : 0860 225 786
Email : customerservices@albaraka.co.za
Whatsapp : 084 786 6563
SMS : 43893

If your complaint has not been resolved to your satisfaction or you have not received a response within 20 days then you may forward your complaint to the Ombudsman for Banking Services quoting the reference number that was provided.

The Ombudsman for Banking Services

Sharecall : 0860-800-900
Email : info@obssa.co.za
Address : Ground Floor, 34-36 Fricker Road, Illovo, Johannesburg