



AL SALAM BANK  
Seychelles

# Customer Complaints

# What's on your mind? Go on, tell us.

At Al Salam Bank-Seychelles, we keep our ears open to hear what you have to say - your complaints, expectations, suggestions and requirements. Your invaluable feedback helps us understand you well and of course, enables us to serve you better.

## Here's what you have to do:

### Step 1: Tell us your complaint

You can contact us either in person, or by telephone, via email or in writing. Please provide us with any supporting documents that will assist us in resolving your complaint. Additional documents may be requested depending on the nature of the complaint.

### Visit us at our branch:

Address your complaint to our customer service agent at Al Salam Bank-Seychelles Limited  
Maison Esplanade,  
Francis Rachel Street,  
Victoria, Mahé,  
Seychelles

### Email:

[complaints@alsalamseychelles.com](mailto:complaints@alsalamseychelles.com)

### Website:

[www.alsalamseychelles.com](http://www.alsalamseychelles.com)

Any account enquiries, card disputes, collection or legal cases should be addressed to the concerned departments. Our staff will be happy to assist you, please contact us on +248 438 5620.

### Step 2: We'll acknowledge your complaint

We understand that time is of the essence, so we'll always try to resolve your complaint as quickly as possible.

### Step 3: Our response to you

- We'll ensure your complaint is thoroughly investigated.
- We will keep you informed about the latest updates on the progress.
- We will communicate on resolution of the complaint.

## Still not satisfied? Don't worry

### Step 4: Take the matter up further

In the event that we are still unable to resolve your complaint, you may refer the matter directly to the Chief Executive Officer.

Al Salam Bank-Seychelles Limited  
Maison Esplanade,  
Francis Rachel Street,  
Victoria, Mahé,  
Seychelles

Tel: +248 438 5600

Fax: +248 438 5631

### Email:

[complaints@alsalamseychelles.com](mailto:complaints@alsalamseychelles.com)