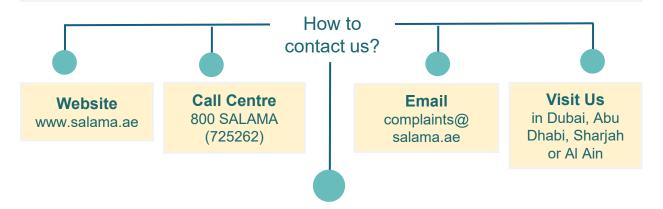


We are here to help.

Our Complaints Process



Submit a complaint
You can submit complaints through any of the channels below.



When you file a complaint, we'll promptly register it and email you a unique reference number.



We will investigate your concern.



We strive to resolve your issue within 7 working days and will keep you informed if it takes longer.



Complaint closed

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If you are not fully satisfied with how your complaint has been addressed, you can report the matter by contacting us at appeal@salama.ae.



In case you are still dissatisfied with our response or are facing a delayed response beyond 15 working days, you may refer your complaint to the regulatory authorities.