Customer Complaint Resolution Mechanism

What is a Complaint?
A complaint is an expression of dissatisfaction related to our products, services, processes, or staff, whether made verbally or in writing where a response or resolution is expected.

How can you make a complaint?
You can make a complaint (free of charge) using any of our channels mentioned below.

How do we handle customer complaints?
- Once the complaint is registered, you will receive an acknowledgment within two (2) working days.
- Our aim is to resolve your complaint within seven (7) working days. However, we will communicate with you in case additional time is required to provide a resolution.
- If we are unable to resolve your complaint within 30 business days, we will:
  - inform you of the reasons for delay.
  - communicate a date when a resolution can reasonably be expected (unless some information or response is awaited from you).
  - inform you about the options for external escalation if the 30 business days timeline for complaint resolution is not met.

Our Channels

Head Office

Network International LLC
Level 1, Network Building, Al Barsha 2, Dubai, United Arab Emirates.
Tel: +971 4 3032431

Call Centre (24X7):
Domestic 8004448
International +971 4 316 0182

Website:
https://www.network.ae/en/contact-us/get-help

Issuer Solutions
Email: NIBDU@network.global

Merchant Solutions
Email: merchantHD@network.global

Feedback
writetous@network.global

If you are / were not satisfied with the resolution or it is taking too long to resolve your issue, you have the right to escalate to us. You may write to us at complaints@network.global.

If you remain dissatisfied with the outcome, you have the right to escalate the matter to the Central Bank of the UAE. You may do so by visiting the Sanadak official website at https://www.sanadak.gov.ae.

Note: We urge you to first contact us for any complaints and approach the Central Bank only for escalation purposes in case your complaint has not been resolved on time or to your satisfaction.

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