

Customer Service Charter

Ajman Media City Free Zone is committed to providing exceptional services that exceed the expectations of business partners, in accordance with the highest global and local quality standards. The zone strives to offer a wide range of services through a professional team, focusing on building strong, mutual relationships characterized by commitment and transparency, with the aim of delivering the best experience for business partners.

Our Commitment to You

- **Welcome You with Respect and Kindness:** We are keen to always welcome you with a cheerful face and the highest degree of respect.
- **Professional Team:** Our team is characterized by a high level of professionalism, as it meets your needs, answers all your inquiries, and provides you with the best services.
- **High-quality Services:** We will provide you with distinguished information and services through various social media platforms.
- **Quality and Speed of Completion:** We provide you with outstanding services while maintaining quality and speed, with continuous improvement of the customer experience.
- **Support for People of Determination:** We are committed to providing appropriate services and an inclusive environment that facilitates the integration of people of determination and enhances their participation in society.
- **Innovative Communication Channels:** We ensure providing innovative communication channels that facilitate your communication with us, which promotes a healthy and reciprocal relationship.
- **Comfortable Environment:** We will provide you with a clean, comfortable, and easy-to-access environment that meets our customers' needs.
- **Speed of Response:** We ensure a quick response to all comments and complaints through various authorized communication channels, and we welcome your suggestions that contribute to the improvement of our services.
- **Comprehensive Services Guide:** We provide you with the ajman media city Services Guide that includes all information about our services.
- **Confidentiality of Information:** We guarantee the confidentiality and privacy of your information.

What We Expect from You to Achieve Your Happiness

- **Treat our Staff with Respect:** We ask you to treat all our staff with respect.
- **Provide us with the Required Documents:** Please provide us with all the necessary documents and papers so that we can provide you with the best-desired services as soon as possible and with high quality.
- **Make Suggestions:** We invite you to provide us with your suggestions and feedback to support and improve the level of the provided services to your satisfaction.
- **Respond to Staff Inquiries:** We ask you to answer any inquiries made by any of our staff timely to ensure service provision properly.
- **Update Data:** Please update your data periodically using various authorized channels.
- **Follow Updates:** We invite you to follow us on various communication channels to keep informed of any further updates.

Suggestions Handling Mechanism

- **Suggestion Submission Channels:** You can make suggestions through various authorized communication channels (electronic platform, website, call center, personal attendance to the customer service center, and social media platforms).
- **Suggestion Receipt:** The suggestion is received, and the customer is notified of its receipt within one business day.
- **Staff Communication:** Our staff will communicate with you to clarify the suggestion and inform you of the results regarding the suggestion (approve/ reject the suggestion).

Complaint Handling Mechanism

- **Complaints Submission Channels:** You can make complaints through various authorized communication channels (electronic platform, website, call center, personal attendance to the customer service center, and social media platforms).
- **Complaint Receipt:** Complaints are received and the customer is notified of their receipt within one business day.
- **Complaint Study:** We study and analyze the complaint and present the proposed solutions.
- **Responding to the Complaint:** We respond to the complaint and close it within a maximum of 4 business days while ensuring the customer's satisfaction.

Communication Channels

Website: amcfz.ae

Email: info@amcfz.ae

Phone: 800 AFZA(2392)

P.O. Box: 4422



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