



PAYTEN is licensed by the Central Bank of Bahrain as an Ancillary Service Provider - Payment Service Provider.

Complaints Procedures Guide

At Pay10 B.S.C. Closed, customer satisfaction is our highest priority. Should you have a complaint or feedback about the services you have received, please use one of the following channels to contact us:

Complaints Channels

- Visit our website www.pay10.bh and submit your feedback or complaint [Here].
- Customers within Bahrain can call us at our Customer Contact Centre available for 24 hours on 8001 0010 or email us at: support@pay10.bh
- Merchant/ Partner within Bahrain can call their Account Manager or call our Contact Centre available for 24 hours on 8001 1010 or email us at: merchantsupport@pay10.bh
- Merchants may also contact their Account Manager

The complaints handling process is free of charge and accessible to all customers, merchants, and partners. Complaints may be submitted anonymously; however, our ability to investigate and resolve the matter may be limited to the information provided.

Complaints Acknowledgements

Your complaint within (5) working days. If we are unable to provide an immediate solution, you will be provided with an approximate time framework required to resolve the matter and a Complaint reference number.

Step 2: You will receive a final written response from us on your complaint within 30 working days.

Escalation of a Complaint

If you are not satisfied with the response you have received by lodging your complaint through the channels provided above, if you do not receive a response within the time frame communicated, you may escalate the issue to the Complaints Handling Officer

اتصل بالرقم

8001 0010

البحرين

للتحدث إلى مركز الاتصال،

على مدار 24 ساعة طوال أيام الأسبوع

إلكترونيًا

يمكنك إرسال ملاحظتك أو شكواك عبر [الضغط هنا](mailto:support@pay10.bh).

راسلنا

البريد الإلكتروني: complaints@pay10.bh

البريد: Pay10 B.S.C Closed

المنامة - البحرين

تأكيد استلام الشكاوى

سيتم تأكيد استلام جميع الشكاوى كتابيًا، مع رقم المراجعة خلال 5 أيام عمل من استلام الشكاوى. في حالة لم تتسلم تأكيد الاستلام خلال الفترة المذكورة، يرجى التواصل مع مركز الاتصال

الرد على الشكاوى

بعد تأكيد استلام الشكاوى، سوف نقوم بالرد كتابيًا خلال 4 أسابيع لتوضيح حالة الشكاوى، وقرار PAY10، وكيفية التعامل مع الشكاوى، وحقوقك في هذا الشأن.

إذا لم تتسلم الرد على الشكاوى خلال الفترة المذكورة، يرجى التواصل مع مركز الاتصال.



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Complaints Handling Procedure

Step 1: You will receive a written acknowledgement of your complaint within (5) working days. If we are unable to provide an immediate solution, you will be provided with an approximate time framework required to resolve the matter and a Complaint reference number.

Step 2: You will receive a final written response from us on your complaint within 30 working days.

في حالة عدم الرضا عن الرد

إذا لم تكن راضيًا على الحل النهائي، فلديك الحق في تقديم الشكوى مباشرة إلى مصرف البحرين المركزي، وحدة حماية المستهلك، خلال 30 يوم تقويمي من تاريخ استلام الرد النهائي من PAY10 عبر الموقع الإلكتروني www.cbb.gov.bh.

Escalation of a Complaint

If you are not satisfied with the response you have received by lodging your complaint through the channels provided above, if you do not receive a response within the time frame communicated, you may escalate the issue to the Complaints Handling Officer:

Email: complaints@pay10.bh

Letter: Send your complaint letters (preferably using the Complaint Form) to us, addressed to our Complaints Officer and Payten B.S.C. Closed, 2202, Building 1398, Block : 346, Manama Sea Front

Unsatisfied Complaints

If you do not receive a reply from Pay10 within 30 days from the Complaints Handling Officer, or you are not satisfied with our final response, you have the right to submit your complaint to the Central Bank of Bahrain (CBB), Consumer Protection Unit, within 30 working days from the date of receiving PAY10's final response. You can submit your case through CBB's website: www.cbb.gov.bh.