



Customer Service Charter

The Ajman Free Zone is committed to providing outstanding services that exceed its customers' expectations, within the highest international and local quality standards, through the provision of various services in dealing with the staff of Ajman Free Zone. It is keen on building a mutual strong, committed, transparent, and credible relationship.

OUR COMMITMENT TO YOU

Professionalism

- Receiving you with full respect, kindness and cheerfulness.
- Meeting your demands and responding to all your inquiries.
- Having a highly professional work team that provides the services.

Quality

- We guarantee you quality services and information through various innovative communication channels
- We are committed to applying the best international quality assurance standards in the provision of our services.

Promptness

- We provide you with all possible outstanding, quality and prompt provision of services.
- Keep the customer's journey continuously improved to provide prompt and outstanding services.

Support

- We ensure that all feedback and complaints are promptly responded to through our approved communication methods.
- Welcoming your suggestions that contribute to the development of our services.
- We provide you with the Ajman Free Zone Services Manual, which provides you with all information related to various services.

Facilities

- We provide clean and modern integrated facilities that meet our customers' needs.
- We provide facilities that respect and observe all exceptional categories; such as the elderly and people of determination.

Communication

- We guarantee you innovative and easy communication channels that meet your demands
- Continuous commitment to effective communication that ensures a healthy and reciprocal relationship

Privacy

We guarantee the confidentiality and privacy of your information

YOUR COMMITMENT TO US TO ACHIEVE YOUR HAPPINESS

- Treating our staff with respect.
- Providing us with all required papers and documents so that we can provide you with the best desired quality services as quickly as desired.
- Provide your suggestions and feedback to support and improve the level of the provided services for your satisfaction.
- Being punctual in answering any inquiries made by our staff to ensure the provision with the service on time.
- Update your data periodically through the various approved communication channels.
- Follow us on various communication channels to keep informed of any further updates on work.

COMPLAINT HANDLING MECHANISM

If you are not satisfied with one of our services, you can contact us through the communication channels.

- Complaints are lodged through various approved communication methods (the e-service delivery platform, Ajman Free Zone website, call center, personal attendance in the Customer Happiness Center, social media)
- The investor is notified of the complaint receipt within one working day.
- Our staff handles the complaint, contacts you, and informs you of the latest update.
- The complaint is closed after ensuring the investor's satisfaction with the solution of the lodged complaint.

COMMUNICATION CHANNELS

Website afz.ae
Email info@afz.ae
Phone 800AFZA(2392)
P.O Box 932 Ajman

Location Map



SUGGESTION HANDLING MECHANISM

- Make the suggestion through various approved communication methods (the e-service delivery platform, Ajman Free Zone website, call center, personal attendance in the Customer Happiness Center, social media)
- The investor is notified of the suggestion receipt within one working day
- Our staff contacts you to clarify the suggestion or to inform you of the results regarding the suggestion (approve/ reject the suggestion).
- Proponents of adopted suggestions are honored.



| ajmanfreezone