

Services Provided by SAMA's Branches to Individuals and Government Entities

	Service	Beneficiary	Service average Time	Average Time in the case of existing POA
1	Standing order/ Direct debit	individuals	10 Minutes	
2	Vehicle Lease Complaints-Financing Contract-Insurance contract	individuals	20 Minutes	
3	Fraud & Counterfeit Complaints-Credit Cards	individuals	10 Minutes	
4	Medical Insurance Complaints	individuals	10 Minutes	20 Minutes
5	Current Account Complaints-Remittances- Currencies	individuals	Minutes	
6	Personal Loan Complaints-Protection & saving insurance	individuals	Minutes	
7	Personal accidents insurance complaints-Vehicles against third parties	individuals	Minutes	20 Minutes
8	Liability Insurance Complaints-Property-transport	individuals	Minutes	
9	Customers services complaints-service charges	individuals	Minutes	
10	SADAD payment complaints-Simah	Individuals-private	Minutes	
11	ATM transactions complaints-POS	individuals	Minutes	
12	Governments Entities Complaints	government	Minutes	
13	Private Sector Complaints	private	10 Minutes	20 Minutes

14	-Execution of writ attachment-assignment order-Expenses	individuals	10 Minutes	20 Minutes
15	Inquiries about accounts of the deceased	individuals	10 Minutes	20 Minutes
16	Court order at SAMA NET	government	10 Minutes	
17	Entries of The Ministry of Public Prosecution Orders, Delegated Police requests	government	10 Minutes	
18	Writ of Execution and expenses	individual	10 Minutes	
19	Citizens Summons by emaras	government	10 Minutes	
20	Emaras orders - Diyat (blood money) accounts opening – Opening banks branches and ATM Provision	government	10 Minutes	
21	Cash Revenue	government	20 Minutes	
22	Damaged metal coins and cash compensation	individual	15 Minutes	20 Minutes
23	Damaged Cash compensation sent to the committee	individual	Minutes	25 Minutes
24	Cash checks exchange	Individual	10 Minutes	20 Minutes
25	Fast transfer of check (Sarie)	Individual	10 Minutes	15 Minutes
26	Exchange (replacement)	Individual-private	5 Minutes	
27	Bank deposit	private	40 Minutes	
28	Bank exchange	private	20 Minutes	

29	Issuing check	government	20 Minutes
30	Account inquiry	government	Minutes
31	Stopping checks	Individual, government & private	Minutes
32	Selling medals	Individual, government & private	20 Minutes
33	Account statement	Government	30 Minutes
34	Issuing authentication statement	Government	30 Minutes
35	Requesting check book	Government	Sent to the Center
36	Adding or canceling signature	Government	Sent to the Center
37	Receiving government and private's incoming	Government & private	10 Minutes
38	Delivering outgoing documents to external government and private entities	Government & private	60 Minutes
39	Issuing permanent licensing (government entities for a period of 3 months maximum) as per official document by relative entities	Government & private entities	One Hour
40	Temporary licensing (visitors)	individuals	10 Minutes
41	Receiving representatives of local banks, receiving incoming checks with the management of a check exchange session	Private	1:30 hr

	between bank delegates and handing them over to checks with automated reports			
42	Providing government departments with the books of revenue, government and account deposits and remittances	Government	10 Minutes	
43	Receive the government revenue deposit form and implement the registration and delivering government agencies with the copies	Government	20 Minutes	
44	Receive a check deposit form at SAMA and implement the registration and delivering government agencies with the copies	Government	20 Minutes	
45	Implementing requests for remittances to government agencies	Government	20 Minutes	