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How can I get help or make a complaint at myZoi?

myZoi is committed to its vision to be a “Force for Good”. We care for our clients who are using the myZoi Mobile App Services and are committed to providing the best experience. If you require any assistance or wish to provide feedback to help us improve our services, you can contact us through the below-mentioned channels and we will be glad to assist you.

If you would like to speak to us, please feel free to call 800 69964 within UAE (free-of-charge) or +971 800 69964 outside of UAE (charge applicable).

Level 1: Customer Support (Queries & Complaints)

You can contact our 24x7 customer service team via 800 69964 within the UAE (free-of-charge) or +971 800 69964 outside of the UAE (charge applicable) or email us at ask@myzoi.life.

myZoi’s Customer Care Experts are trained and committed to help resolve your concerns promptly.

If you are using the myZoi Mobile App, you can also request for a call back for your query via the myZoi Mobile App and we would be happy to reach out. The team will respond to your concern / query within 2 business days from receipt.

The CBUAE – Consumer Protection Department

We are committed to making every effort to resolve your complaint, but in the event you are not satisfied with the resolution, you have the right to reach out to the Consumer Protection Department of the Central Bank of the UAE (CBUAE) for further support. The complaint can be made online on the CBUAE’s Complaints Management System portal (<https://www.centralbank.ae/en/consumer/>).