

Technical Support Policy for Beneficiaries

Excellence Visions Training Center is committed to providing comprehensive and effective technical support to all categories of beneficiaries of its training services, with the aim of ensuring a smooth and trouble-free learning experience. Technical support services are provided according to clear guidelines, including multiple communication channels and organized response and resolution procedures, ensuring beneficiary satisfaction and the continuity of the training process.

1. Technical Support Channels

Beneficiaries can communicate with the technical support team via the following means:

- Live chat service on the website/platform, depending on availability, such as: WhatsApp: 009669229281
- Support via the electronic ticketing system, where you can submit a ticket after logging in, explaining the problem
- Email: support@ex-visions.com
- Hotline: 00966565198992

The entity is committed to providing at least two technical support channels to ensure easy access and rapid response.

2. Services Covered by Technical Support

The technical support provided by the entity includes the following:

- Addressing technical issues that hinder the use of the platform or training services
- Assistance in registering, creating accounts, and logging into the platform
- Support in accessing training content and virtual events
- Receiving complaints, comments, and suggestions related to technical and training aspects

3. Receiving Complaints and Suggestions

Complaints and suggestions are received through the previous channels and transferred to the relevant authorities for processing according to an approved mechanism that ensures follow-up and response within a specified timeframe.

4. Technical Support Working Hours

- Official working days: Sunday to Thursday
- Working hours: 9:00 AM to 5:00 PM (Saudi time)

5. Expected Response Time

- General inquiries and technical issues: within 24 working hours
- Complaints and suggestions: within a maximum of 3 working days

6. Our Commitment

We are committed to providing effective and reliable technical support to all beneficiaries, regardless of their category, without discrimination. This is aimed at overcoming any technical or procedural obstacles they may encounter and ensuring a distinguished and stable training experience of the highest quality and efficiency.

For inquiries, please contact us via email: info@ex-visions.com

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