

Customer Service Charter

ATLP is committed to delivering an excellent experience to our customers by exceeding expectations and maintaining high customer satisfaction and customer happiness levels.



Our Values

We are committed to providing the highest level of excellence through implementing continuous improvements in our service delivery.

To achieve this, we set high service standards as our benchmark and proactively seek our customer's feedback.

Your Commitment

Do share feedback about your experience and stay connected through our existing and upcoming new channels of communication.

Reach us, anytime!



Help us enhance our service & forge a stronger relationship with you.

Please share suggestions or concerns through any of the below channels

✉ support@atlp.ae

☎ (International) 00 971 2-695-2000 | 800 10 20 30 (Within UAE)

🌐 www.atlp.ae/en/contact-us

Our Commitment

Respect



We are respectful, friendly and courteous to everyone.

We prioritise People of Determination and the elderly, providing all our customers with the highest levels of service.

Reliability



We cater to all customer and business needs professionally.

Knowledge



Our team has the expertise to understand customer's unique requirements and provide suitable solutions.

We are committed towards maintaining the privacy and confidentiality of information and data.

Timely Response



We provide a comprehensive service card that highlights our process timeframes.

Powered by



Part of



Under the supervision of

