

# FAQs

## 937 services



**How can I follow up  
the ticket?**

You can follow up the ticket through the website homepage, or via **937** Call Center



**What is the ticket  
close time**

The ticket is processed and closed within **72** working hours

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**Can I object against the action  
taken regarding the ticket?**

Yes, by calling **937** and  
stating the reason for the  
objection



**Can a ticket be created on  
behalf of someone else?**

Yes, this can be done by  
selecting (Another Person)  
box, and completing his  
data