



# OUR COMPLAINTS PROCEDURE

It is our every intention to provide you with the excellent service you deserve. We would like to hear from you to give us an opportunity to ensure we deliver on serving you better.

Please feel free to use our comments book for all your thoughts or suggestions. This will help us to take prompt action to improve your banking experience. All your comments are of high importance to us.

For any complaints, please follow the process below and we will endeavour to resolve them within 5 days.

**1**

Please see our **Customer Service Consultant, Relationship Manager** or contact us via our social media platforms and website. You can also call or email our **Call Centre** by dialing **8200** or emailing **[zambiacallcentre@stanbic.com](mailto:zambiacallcentre@stanbic.com)**

**2**

If you remain unsatisfied, please contact the **Branch Manager**, or **Segment Head**.

**3**

If there is no resolution, please contact **Head Customer Experience** on **0211-370000** or email: **[zambiacustomerservice@stanbic.com](mailto:zambiacustomerservice@stanbic.com)**

**4**

Should you remain unsatisfied after following the steps indicated, please feel free to write to our **Chief Executive**; email: **[contactchiefexecutive@stanbic.com](mailto:contactchiefexecutive@stanbic.com)** or call **0211-370021**

**5**

Should the issue remain unresolved after the above 4 steps, please feel free to contact **The Bank of Zambia, Bank Supervision Department**, Head Office, Bank Square, Cairo Road, Lusaka, Zambia