



CUSTOMER COMPLAINTS PROCESS

Business Clients

At Stanbic Bank, we put our customers at the centre of everything we do, that is why we endeavour to give you a seamless customer experience. However, in the event that you have a complaint, kindly follow the procedure below.

1

Contact your Relationship Manager and /or Service Manager if you have a complaint

2

If you are dissatisfied with the response, contact the Head, Enterprise Direct Ms Golebanye Mosweu
Email: mosweug@stanbic.com
Tel: +267 3618469

3

If your complaint is still unresolved, contact the Head, Commercial Clients Mr Basimane Tshepe
Email: tshepeb@stanbic.com
Tel: +267 3618963

4

If your complaint is still unresolved, contact the Head of Business and Commercial Clients Banking Mr Calistas Chijoro
Email: chijoroc@stanbic.com

5

Contact the Chief Executive, Mr Chose Modise at chosem@stanbic.com if you remain dissatisfied after going through all the Personnel above

6

After exhausting all internal procedures and you still remain dissatisfied contact:

The Banking Adjudicator

Plot 184, 1st Floor Tlale House, Gaborone
Tel:3935409 Fax: 3935406
Private Bag 00404
Gaborone Botswana

