



CUSTOMER COMPLAINTS PROCESS

Corporate and Investment Banking

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 if you have a complaint

2

If you are dissatisfied with the response, contact the Unit Head (Client Coverage) Morufhi Masikara
Email: masikaram@stanbic.com
Mobile: +267 72892519

3

If your complaint is still unresolved, contact the Head of Corporate and Investment Banking Mr Sheperd Aisam
Email: sheperd.aisam@standardbank.co.za

4

If you remain dissatisfied after going through all the Personnel above, contact the Chief Executive Mr Chose Modise
Email: modisec@stanbic.com

5

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

The Banking Ombudsman

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

