



CUSTOMER COMPLAINTS PROCESS

Investor Services

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 (Investor Services) Mr Vincent Baituti
Email: vbaituti@stanbic.com
Mobile: +267 75074597

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 Chief Executive Officer
Non-Bank Financial Institutions Regulatory Authority**

3rd floor Exponential Building
Plot 54351 New CBD,
Off PG Matante Road,
Gaborone Private Bag 00314 , Gaborone Botswana
Telephone: +267 368 6134 Fax: +267 310 2376

