



**Stanbic Bank**



# CUSTOMER COMPLAINTS PROCESS

## Commercial 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 the Branch Head Service Support if you have a complaint
- 2 If you are dissatisfied with the response, contact the Manager Commercial Client Suite **Mr Tsayang Shangano**  
**Email:** tsayang@stanbic.com  
**Tel:** +267 3618227
- 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, Business and Commercial Banking, **Mr Lesego Osman**  
**Email:** losman@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