



Stanbic Bank



# 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

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If you are dissatisfied with the response, contact the Head Client Coverage:

**Rebone Dilor**

**Email:** diloror@stanbic.com

**Telephone:** 3618026

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If you are dissatisfied with the response, contact the Head Corporate and Investment Banking **Morufhi Masikara**

**Email:** masikaram@stanbic.com

**Mobile:** 3618950

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If you remain dissatisfied after going through all the Personnel above, contact the Chief Executive **Mr Chose Modise**

**Email:** modisec@stanbic.com

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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

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