



Stanbic Bank



CUSTOMER COMPLAINTS PROCESS

Personal and Private Banking 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 Branch Manager, **Onalenna Disang**
Email: disango@stanbic.com
Tel: +267 3617610
- 3 If your complaint is still unresolved, contact the Head of Client Coverage, **Mr Samuel Othomile**
Email: otlhomiles@stanbic.com
Tel: +267 3618200
- 4 If you remain dissatisfied after going through all the Personnel above, contact the Head of Personal and Private Banking, **Ms Portia Motshegare**
Email: motshegarep@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



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- 1 Contact the Branch Head Service Support if you have a complaint
- 2 If you are dissatisfied with the response, contact the Branch Manager, **Ms Tsholofelo Porakane**
Email: Tporakane@stanbic.com
Tel: +267 3617001
- 3 If your complaint is still unresolved, contact the Head of Client Coverage, **Mr Samuel Othomile**
Email: othomiles@stanbic.com
Tel: +267 3618200
- 4 If you remain dissatisfied after going through all the Personnel above, contact the Head of Personal and Private Banking, **Ms Portia Motshegare**
Email: motshegarep@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**
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- 1 Contact the Branch Head Service Support if you have a complaint
- 2 If you are dissatisfied with the response, contact the Branch Manager, **Reginah Moloko**
Email: molokor@reginah.com
Tel: +267 2615353
- 3 If your complaint is still unresolved, contact the Head of Client Coverage, **Mr Samuel Othomile**
Email: othomiles@stanbic.com
Tel: +267 3618200
- 4 If you remain dissatisfied after going through all the Personnel above, contact the Head of Personal and Private Banking, **Ms Portia Motshegare**
Email: motshegarep@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**
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- 1 Contact the Branch Head Service Support if you have a complaint
- 2 If you are dissatisfied with the response, contact the Branch Manager, **Ms Rosinah David**
Email: rdavid@stanbic.com
Tel: +267 3710167
- 3 If your complaint is still unresolved, contact the Head of Client Coverage, **Mr Samuel Othomile**
Email: othomiles@stanbic.com
Tel: +267 3618200
- 4 If you remain dissatisfied after going through all the Personnel above, contact the Head of Personal and Private Banking, **Ms Portia Motshegare**
Email: motshegarep@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**
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- 1 Contact the Branch Head Service Support if you have a complaint
- 2 If you are dissatisfied with the response, contact the Branch Manager, **Kamogelo Gopolang**
Email: gopolangk@stanbic.com
Tel: +267 6250716
- 3 If your complaint is still unresolved, contact the Head of Client Coverage, **Mr Samuel Othomile**
Email: othomiles@stanbic.com
Tel: +267 3618200
- 4 If you remain dissatisfied after going through all the Personnel above, contact the Head of Personal and Private Banking, **Ms Portia Motshegare**
Email: motshegarep@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**
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- 1 Contact the Branch Head Service Support if you have a complaint
- 2 If you are dissatisfied with the response, contact the Branch Manager, **Julia Kefakae**
Email: kefakaej@stanbic.com
Tel: +267 6250703
- 3 If your complaint is still unresolved, contact the Head of Client Coverage, **Mr Samuel Othomile**
Email: othomiles@stanbic.com
Tel: +267 3618200
- 4 If you remain dissatisfied after going through all the Personnel above, contact the Head of Personal and Private Banking, **Ms Portia Motshegare**
Email: motshegarep@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**
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- 1 Contact the Branch Head Service Support if you have a complaint
- 2 If you are dissatisfied with the response, contact the Branch Manager, **Mathews Motladiile**
Email: motladiilem@stanbic.com
Tel: +267 3619814
- 3 If your complaint is still unresolved, contact the Head of Client Coverage, **Mr Samuel Othomile**
Email: othomiles@stanbic.com
Tel: +267 3618200
- 4 If you remain dissatisfied after going through all the Personnel above, contact the Head of Personal and Private Banking, **Ms Portia Motshegare**
Email: motshegarep@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**
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- 1 Contact the Branch Head Service Support if you have a complaint
- 2 If you are dissatisfied with the response, contact the Branch Manager, **Gemma Webb**
Email: webbg@stanbic.com
Tel: +267 3619901
- 3 If your complaint is still unresolved, contact the Head of Client Coverage, **Mr Samuel Othomile**
Email: otlhomiles@stanbic.com
Tel: +267 3618200
- 4 If you remain dissatisfied after going through all the Personnel above, contact the Head of Personal and Private Banking, **Ms Portia Motshegare**
Email: motshegarep@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**
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- 1 Contact the Branch Head Service Support if you have a complaint
- 2 If you are dissatisfied with the response, contact the Branch Manager, **Goitsemanang Mosiakgabo**
Email: mosiakgabog@stanbic.com
Tel: +267 3619701
- 3 If your complaint is still unresolved, contact the Head of Client Coverage, **Mr Samuel Othomile**
Email: othomiles@stanbic.com
Tel: +267 3618200
- 4 If you remain dissatisfied after going through all the Personnel above, contact the Head of Personal and Private Banking, **Ms Portia Motshegare**
Email: motshegarep@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
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- 1 Contact the Branch Head Service Support if you have a complaint
- 2 If you are dissatisfied with the response, contact the Branch Manager, **Winnie Moshaga**
Email: wmoshaga@stanbic.com
Tel: +267 3618003
- 3 If your complaint is still unresolved, contact the Head of Client Coverage, **Mr Samuel Othomile**
Email: othomiles@stanbic.com
Tel: +267 3618200
- 4 If you remain dissatisfied after going through all the Personnel above, contact the Head of Personal and Private Banking, **Ms Portia Motshegare**
Email: motshegarep@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**
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- 1 Contact the Branch Head Service Support if you have a complaint
- 2 If you are dissatisfied with the response, contact the Branch Manager, **Pearl Mojiwa**
Email: mojiwap@stanbic.com
Tel: +267 3618702
- 3 If your complaint is still unresolved, contact the Head of Client Coverage, **Mr Samuel Othomile**
Email: othomiles@stanbic.com
Tel: +267 3618200
- 4 If you remain dissatisfied after going through all the Personnel above, contact the Head of Personal and Private Banking, **Ms Portia Motshegare**
Email: motshegarep@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
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- 1 Contact the Branch Head Service Support if you have a complaint
- 2 If you are dissatisfied with the response, contact the Branch Manager, **Mrs Thato Chimbanga**
Email: chimbngandat@stanbic.com
Tel: +267 3619501
- 3 If your complaint is still unresolved, contact the Head of Client Coverage, **Mr Samuel Othomile**
Email: otlhomiles@stanbic.com
Tel: +267 3618200
- 4 If you remain dissatisfied after going through all the Personnel above, contact the Head of Personal and Private Banking, **Ms Portia Motshegare**
Email: motshegarep@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
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- 1 Contact the Branch Head Service Support if you have a complaint
- 2 If you are dissatisfied with the response, contact the Branch Manager, **Tsaone Seipato**
Email: seipatot@stanbic.com
Tel: +267 3618686
- 3 If your complaint is still unresolved, contact the Head of Client Coverage, **Mr Samuel Othomile**
Email: othomiles@stanbic.com
Tel: +267 3618200
- 4 If you remain dissatisfied after going through all the Personnel above, contact the Head of Personal and Private Banking, **Ms Portia Motshegare**
Email: motshegarep@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
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