

Your Feedback Matters

Our objective at Access Bank Zambia is to ensure that our customers enjoy the ultimate banking experience. Customer focus is a way of life and we will ensure that banking with us is a pleasure for our customer. We exceed the expectations of our customers and strive to resolve all complaints on time and with no inconvenience to the customer.

How do you complain?

If you are unhappy with our service please feel free to contact us through any of the following channels:



Come into our branch and...

- Talk to Customer Care Officer who will be more than glad to assist you.
- Complete our Complaint Register
- Feedback forms are available in the branch and can be dropped in the suggestion box upon completion.

You can also write to us; address your letter to:

Head- Customer Experience
Access Bank Zambia Limited
P.O Box 35273
Lusaka

Email: ZambiaInfo@accessbankplc.com

ZambiaCustomerExperience2@accessbankplc.com

Call us on **0211 227 941 / 0770 712 101 / 0978 777 555** WhatsApp **0764 801 801**

Our aim is to resolve your complaint within the shortest possible time. We would respond to your enquiry within 1 standard business day. Where the enquiry is complex, we shall keep you informed of the Progress. The Customer Experience Unit or Account Officer will keep you constantly updated on the progress of the complaint until it is resolved satisfactorily.

Appeal Process

Please direct your formal complaint in writing to our Country Operating Officer and Country Managing Director. Your complaint would be acknowledged within 1 standard business day and resolution in writing within 5 standard business days.

At Access Bank Zambia, we value our customers and will ensure they have a memorable customer experience.

Regards

The Customer Experience Team