

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
OR

Email: ZambiaCustomerExperience2@accessbankplc.com

Call us on **0211 227 941 / 0770 712 001 / 0978 777 555 / 0969 428 655**

Our aim is to resolve your complaint within the shortest possible time. The Customer Experience Unit or Account Officer will keep you constantly updated on the progress of the complaint until it is resolved satisfactorily.

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

Regards

The Customer Experience Team