

Customer Complaint Handling and Resolution Procedure

In our continued effort to serve you our customers better, we wish to advise the following procedure for drawing your complaints to our attention:

Step 1

Call us on **202**, email us at zambiainfo@accessbankplc.com, use Mobile/Tenga feedback, talk or write to the **Customer Service Officer** or **Branch Manager** and ensure that you obtain an acknowledgement letter with a complaint reference number.



Step 2

Once the complaint is received and brought to our attention, the bank will respond within two working days of receipt of the complaint, notifying you of the action taken and date upon which the bank expects the said action to be resolved. The Bank will communicate its resolution to you upon closure of the complaint through an official letter in writing via email from zambiainfo@accessbankplc.com or verbally via telephone from our toll free line **202** by our contact centre agents.

Step 3

If the complaint remains unresolved or you remain dissatisfied with the resolution, kindly email zambiainfo@accessbankplc.com, with subject matter for the attention of the Head of Customer Experience who will endeavor to have the issue resolved within 5 working days of receipt.

Step 4

If the complaint remains unresolved after 5 days from the time it was escalated to the Head of Customer Experience, you are advised to escalate your complaint to the **Chief Executive Officer/Managing Director** for further intervention.

The address to which the correspondence should be directed is:

The Head Customer Experience, Ground Floor, Access House, Corner Church and Nasser Road, Ridgeway, P.O. Box 37107, Lusaka, Zambia.

Channels of communicating to us:

Website: www.zambia.accessbankplc.com
Email: zambiainfo@bancabc.com
Facebook: Access Bank Zambia Limited
Call: 202
Mobile banking and Tenga Apps feedback platforms