



## Talk to us

We can only improve if you share your feedback with us.

If you believe we did not meet your expectations, we would like to hear from you so we can take corrective measures and ensure that we serve you even better in the future.

We will aim to implement your ideas and/or resolve the problem you share as soon as we can, and we will take steps to prevent the problem from occurring again.

Your feedback is welcomed and treasured.

## What you need to do

You may choose to contact us in any of the following ways to share your concern/complaint/feedback on our services, products, processes, systems and employees.

### In writing

You can write to us at the address below:  
The Complaints Officer  
4<sup>th</sup> floor NeXTeracom Tower III,  
Ebene  
Fax: (230) 468 1655

Or, if easier, just fill in the form attached to this leaflet and drop it in the Complaints Box found in our Ebene and Port-Louis branches.

### By phone

You can call the Complaints Officer, on (230) 403 5500. Lines are open between 9.00 a.m. and 5.30 p.m everyday except on weekends and public holidays.

### Online

Visit [www.afasiabank.com](http://www.afasiabank.com) click on "Contact us" and select 'click here' under "Your feedback matters to us" to access our Online Feedback form.

You can also send us an email on [complaints@afasiabank.com](mailto:complaints@afasiabank.com) and we will get back to you.

## What we will do

We are committed to handle any customer feedback/complaints promptly and in a fair and equitable way. We will acknowledge your ideas/feedback/complaint by replying to you within 48 hours to notify you that we are investigating your query.

If we have not resolved the matter within the next 7 days, we will contact you accordingly to give you an update and we will aim to resolve the matter within 2 weeks. A verbal and written response will be provided on the conclusion reached as well as the remedial actions taken.

## Escalation process

Should you be unsatisfied with the outcome at the end of the investigation, you may send a written complaint to the: General Manager  
AfrAsia Bank, 4<sup>th</sup> floor NeXTeracom Tower III, Ebene

Should the ultimate outcome still not meet your expectations despite your appeal to the GM, we invite you to escalate the matter to the CEO.

If you're not happy with our response. If you feel we haven't resolved your complaint properly or if you haven't received a reply within 10 days as from the date of your complaint, you may refer your complaint to:

### Office of Ombudsperson for Financial Services

8<sup>th</sup> Floor, SICOM Tower, Wall Street,  
Ebene CyberCity, Mauritius  
Telephone: 468 6475 - Fax: 468 6473

### In your letter, please ensure you specify the:

- nature of your complaint
- redress sought for
- reason for your dissatisfaction

### Please also include copies of:

- the complaint you made to us
- the response you received from us
- any other documents relevant to your complain



## Please share with us your feedback/complaint

DD	MM	YYYY

Please fill in the details of your feedback/complaint below.

### Your name (Family name + Given name)

### Your phone number

### Your email address

### Mailing address

### Are you a customer of AfrAsia Bank?

Yes  No

### If yes, please confirm your customer ID

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### Have you spoken to one of our staff about this already? If yes, please share with us his/her name and the date you spoke to him/her.