

AFRASIA BANK LIMITED

Complaint Resolution through the Office of Ombudsperson for Financial Services

This is to inform you that, as of 01 March 2019, the Ombudsperson for Financial Services Act 2018 provides for the establishment of the Office of the Ombudsperson for Financial Services.

The objective is to give better protection to consumers of financial services, facilitate the satisfaction or resolution of complaints and may make an award for compensation, where appropriate, and give such directives as he may determine to financial institutions.

If you are not satisfied with the actions taken by AfrAsia Bank to resolve your complaint or if we have taken longer than 10 days to respond to your complaint from the date it was received by our Complaints Desk, you have the right to share your complaint to the Ombudsperson for Financial Services instead of the Bank of Mauritius and the Financial Services Commission.

The Ombudsperson can be contacted at:
Office of Ombudsperson for Financial Services
8th Floor, SICOM Tower
Wall Street
Ebene, Mauritius
Telephone: 468 6475
Fax: 468 6473
Email: ombudspersonfs@myt.mu

Customers may seek additional information on the procedures via the following link:
<https://www.bom.mu/about-bank/legislations/ombudsperson-financial-services-act-2018>

Should you have any query, please write to us on complaints@afasiabank.com

The Management
01 October 2019