



Stanbic Bank

CUSTOMER COMPLAINTS PROCEDURE

If you are not satisfied with our services, please let us know in any one of the following ways:

1. Send an e-mail to: **zimccc@stanbic.com**
2. Call our Customer Call Centre on the following toll free numbers:

Econet: 08080216
TelOne: 08004339
Telecel: 0731950950/ 953/ 954
NetOne: 08010043
International numbers: +263 242 79920051

If your complaint is not resolved to your satisfaction within 48 hours, please use the following escalation process:

Quality Assurance Manager on:

Tel: +263 242 759 471-4
Cell: + 263 77 216 6009

Head of Service on:

Tel: +263 242 759 471-4
Cell: +263 772 392 532

3. Should you remain unsatisfied after following the steps indicated, please feel free to contact the following for all Insurance related matters:
Insurance & Pensions Commission (IPEC) on email, enquiry@ipec.co.zw or call +263 772 154 281-4 /0242 443 358 /0242 443 361

For banking matters, contact **The Reserve Bank of Zimbabwe**, Bank Supervision Department on email, info@rbz.co.zw or call +263 242 703 000, +263 867 700 0477.