

## COMPLAINTS HANDLING

At BanyanTree Bank Limited, we ensure that all our customers are treated fairly and get the best possible service. We therefore encourage you to write to us if you think you have not received our attention or the desired service. We will aim to clarify on any misunderstanding as soon as we receive your complaint.

### 1. Making a complaint

Where a complaint is about a particular product, service or employee and you are familiar with the team working on your matter, you may wish to address your complaint to an appropriate member of that team, orally, by letter, email or fax. Where a complaint can be resolved on the spot, the Bank shall endeavour to do this.

In case where the complaint has not been resolved on the spot and is not in writing, we advise you to submit the complaint in writing to:

**The Complaints Officer**

BanyanTree Bank Limited  
13 Nexteracom 1, Cybercity, Ebene. Mauritius  
Tel: +230 4681101  
Fax: +230 4681901  
E-mail: [customercare@banyantreebank.com](mailto:customercare@banyantreebank.com)

### 2. Acknowledgement of complaints and response

We are committed to acknowledging all complaints within two (2) working days of its receipt and we undertake to resolve complaints within ten (10) days of receipt and shall send a written reply to you within the said period.

### 3. Further Action

If you are still dissatisfied or for some reason the Bank has not been able to resolve your complaint within ten (10) days as from the date the complaint was lodged, you may refer your complaint to the Ombudsperson for Financial Services.

The contact details for the institution are as follows:

**Office of Ombudsperson for Financial Services**

8<sup>th</sup> Floor, SICOM Tower  
Wall Street  
Ebene

Telephone number: 468 6475  
Fax number: 468 6473  
Email: [ombudspersonfs@myt.mu](mailto:ombudspersonfs@myt.mu)

Date: 4<sup>th</sup> October 2019