



# Making things better

How to make a complaint



# We value your feedback

We are committed to service excellence but occasionally we don't get things quite right. We invite you to tell us if you are unhappy or disappointed with us in order to provide you with the service that you deserve.

## How to make a complaint?

### 1. In person

You can meet the Complaints Officer to resolve your complaint at the address below:

Level 9, Tower A  
1 Exchange Square  
Wall Street, Ebene 72201  
Mauritius

### 2. Online

You can raise your complaint on our website [www.standardbank.mu](http://www.standardbank.mu). On the Home Page, please fill in the form under the **We need your feedback** section.

Alternatively, you can email us on: [feedback@standardbank.mu](mailto:feedback@standardbank.mu)

### 3. By phone or fax

You can call our Complaints Officer on phone +230 402 5000 or fax +230 402 5050 between 9am to 5pm from Monday to Friday (except on public holidays).

### 4. By post

If you prefer to put your feedback in writing, please complete the form at the back of this document and send it to the address below:

Complaints Officer  
Level 9, Tower A  
1 Exchange Square  
Wall Street, Ebene 72201  
Mauritius

Alternatively, you can drop the completed form in the Complaint box located at the address below:

Service Centre  
Level 9, Tower A  
1 Exchange Square  
Wall Street, Ebene 72201  
Mauritius

## Our handling of your complaint

Unless your complaint has been resolved on the spot, we will acknowledge receipt of your complaint within 2 working days of receipt of your complaint.

Depending on the nature and complexity of the complaint, it may be necessary to carry out further investigations. We will endeavour to resolve your complaint within 10 working days from the date the complaint was received.

The Bank shall however not entertain a complaint where it has been made more than 7 years from the date of the act or omission giving rise to the complaint.

## Ombudsperson for Financial Services

In the unlikely event that we are unable to resolve your complaint within 10 working days of receipt of your complaint and you are not satisfied with our final response, we invite you to refer your complaint to the Ombudsperson for Financial Services, enclosing the documents below:

- A copy of the complaint made to the Bank
- A copy of the reply made by the Bank
- Any other document or information which may be of relevance to the complaint

Contact details:

Office of Ombudsperson for Financial Services  
8<sup>th</sup> Floor, SICOM Tower  
Wall Street, Ebene 72201  
Mauritius  
Tel: +230 468 6475  
Fax: +230 468 6473  
Email: [ombudspersonfs@myt.mu](mailto:ombudspersonfs@myt.mu)

We continually strive to deliver great customer service.  
Thank you for taking the time to share your complaint with us.

Date : .....

**Personal Details**

Surname : .....

First name : .....

Title (Mr, Mrs, Ms) : .....

Company name (if applicable) : .....

**Contact details**

Telephone number : .....

Telephone number (Mobile) : .....

Email address : .....

**Please insert your complaint**

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