

## NCBA BANK COMPLAINTS RESOLUTION

### Our complaints commitment

NCBA Bank Rwanda PLC is a financial services company which is moving towards an offering that is more aligned to our customers' lifestyles. Our aim is for you to be delighted with our services whenever you come into contact with our business.

Our promise to you is to consistently deliver high standards of service; from reliable financial services to friendly, efficient staff, understanding that without satisfied customers our business cannot grow.

There may be times however when our high standards are not met. If you are not happy with our services in any way, your comments and feedback are welcome as it gives us an opportunity to improve on our service delivery.

### Raising a complaint

We have provided various channels as below through which you can give us your feedback:

- **Face to Face:** Visit any of our branches and speak to a bank official
- **Telephone:** You can reach our Customer Contact Centre on **+250 788 149 555/788 149 500**
- **Email:** [contact.rw@ncbagroup.com](mailto:contact.rw@ncbagroup.com)
- **Social media handles:** @ncbarw
- **Our website:** <https://www.rw.ncbagroup.com>

## **How soon can you expect a response?**

We will do our best to resolve your complaint immediately and with the minimum of inconvenience to you. If we are unable to resolve your complaint by the following day, you will receive written acknowledgement of your complaint.

Some complex complaints may take a longer time to resolve. However, even in such cases, in addition to a written acknowledgement you will be informed about the status of your complaint within 7 working days, and we will provide regular updates on the outcome of our investigations and proposed actions at least once every 7 days.

## **Escalation of your complaints**

If, for whatever reason, you feel that your concerns have not been addressed to your satisfaction by the response you receive from the above access channels, you can escalate your complaint to:

### **Senior Customer Experience Manager:**

- **Email:** [Christine.Teta@ncbagroup.com](mailto:Christine.Teta@ncbagroup.com)
- **By Post: To the below address**

NCBA Bank Rwanda PLC  
Kigali Heights, 8th Floor Plot No. 772, KG7 AVE,  
Boulevard de L'Umuganda  
P.O. Box 6774, Kigali, Rwanda.