

COMPLAINTS PROCESS

Your Feedback Moves Us to Do Better

At Access Bank we are committed to continuously improving our service and product offerings, if our service falls short of your expectations let us know right away so we can address your concerns. Kindly give us feedback using the following channels:

Feedback email - contactcenterbw@accessbankplc.com

Contact Centre - +267 399 3300

COMPLAINT RESOLUTION STEPS:

STEP 1: Team Leader Sales and Service in the Branch

STEP 2: Branch Manager/ Service Centre Manager

STEP 3: Head of Business (Retail Banking, Business, Commercial and Corporate and Institutional Banking)

STEP 4: Head of Customer Experience

STEP 5: Managing Director

Access Bank Head Office Contact Number: +267 367 4300

If you are still not satisfied with the resolution, please contact the Botswana Banking Ombudsman on **Tel: +267 393 5409** or **Email: enquiries@bbo.org.bw**



Africa | Asia | Europe | Middle East

<https://botswana.accessbankplc.com>

Member of the Deposit Insurance Scheme of Botswana.