

We value your feedback

We are committed to service excellence and highly value your opinion. 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.

This brochure explains in detail the various means available to you to either raise a complaint or provide a compliment. Your complaints and compliments go a long way in helping us to improve our service.

How to raise a complaint or provide a compliment?

1. In person

You can meet the Complaints Officer who is best equipped to resolve your complaint at the address below:

*Level 9, Tower A
1 CyberCity
Ebene, Mauritius*

2. Online

You can raise your complaint or share your compliment using the online form which you can access from our website www.standardbank.mu. On the bottom right of our Home Page, you will see the **Feedback box**. Please click on either the **Complaint** or **Compliment** icon.

Alternatively, you can send an email to : feedback@standardbank.mu

3. By phone or fax

Please feel free to contact our Complaints Officer on phone (230) 402 5000 or fax (230) 402 5050 between 9:00 a.m to 5:00 p.m 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 brochure and send it to the address below:

Complaints Officer
*Level 9, Tower A
1 CyberCity
Ebene, Mauritius*

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

*Ground Floor, Tower A
1 CyberCity
Ebene, Mauritius*

Our handling of your complaint

- Unless your complaint has been resolved on the spot, we will acknowledge receipt of your complaint within 3 working days from the date the complaint was lodged.
- Depending on the nature and complexity of the complaint, it may be necessary to carry out further investigation. We will endeavour to write to you for an update no later than 3 months 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.

Bank of Mauritius

In the unlikely event that we are unable to resolve your complaint after 3 months from the date you have lodged your complaint or you are not satisfied with our final response, we invite you to refer your complaint to the First Deputy Governor, Bank of Mauritius, 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

You can write to him at:

*Bank of Mauritius
Sir William Newton Street
Port Louis
Mauritius*