

BANK ZERO - COMPLAINTS MANAGEMENT PROCESS

We encourage complaints.

We will make mistakes, no matter how good our intentions. It is important to us that you tell us about these mistakes so that we can respond as quickly as possible and as best and as fairly as we can.

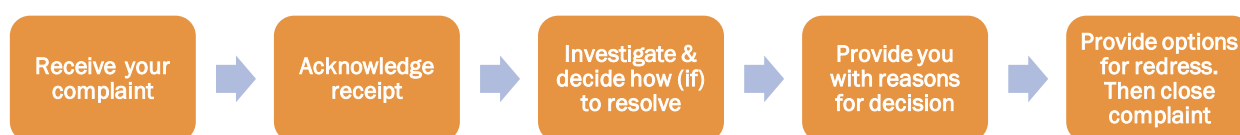
It will also help us prevent this from happening again by improving our service, systems and/or processes.

How do you send a complaint to us?

Complaints can be sent to us via our website or our App, or can be directly emailed to chat@bankzerosa.co.za.

What do we do with your complaint?

We require Bank Zero staff responding to your complaint to always act in accordance with formal internal policies and guidance on complaints management. These are based on all applicable legislation and regulations. The five key stages in our complaint management process are set out below.



Receive your complaint

Unless we could immediately resolve your complaint, we will record the complaint and its supporting information. We will also assign a unique identifier to the complaint file. This record of the complaint will include:

- Your contact information
- Issues you raised and the outcome/s you want
- Any other relevant information

Acknowledge receipt

We will acknowledge receipt of your complaint, and aim to do that within 2 working days. (But if it takes slightly longer, please don't worry, we will get to it as soon as we possibly can. Also check your spam in case our response got stuck there.) As part of this acknowledgement, we will inform you of the process that will be followed, including:

- Name of person handling your complaint
- Indicative timelines for addressing it
- Details of internal complaint escalation and review process if you are not satisfied with the outcome of the complaint
- Details of the relevant Ombud, in case you want to escalate further

Investigate and address

After acknowledging receipt, we will check whether the issue you raised is within our control. We will also consider the outcome sought. If you raised more than one issue, and if they're not related, we might address them separately to assist with faster resolution.

Factors playing a role in how your specific complaint will be managed internally, include:

- How serious, complicated or urgent it is
- How you are affected

- Risks if resolution is delayed.

In how we then manage your complaint, we will typically do one of the following:

- Further investigate the claims made in your complaint; and/or
- Gather more information from either you (via email) or from the area that the complaint is about; and/or
- Provide you via email an explanation and/or supporting information.

If there are any delays, we will keep you up to date on progress.

Provide reasons for decision

Once investigated and assessed, we will communicate the final outcome to you via email. This will include the following, but will obviously be tailored to each case and will always consider any statutory requirements.

- Outcome of your complaint;
- Any actions we might already have undertaken to remedy the situation;
- Further remedies or resolutions that we propose;
- Reasons for the decisions and actions;
- Options for subsequent internal or external review that may be available to you, as well as relevant timeframes; and
- Where your complaint is upheld, any commitment by us to make a compensation payment, goodwill payment or any action which will be carried out without undue delay and within any agreed timeframes.

Escalation of Complaints

If you are not satisfied with our above decision and explanation, you have the right to escalate your complaint for either further internal review or to refer your complaint to the relevant Ombud.