

COMPLAINTS MANAGEMENT

Despite our best intentions, mistakes occur. We appreciate any complaint, as this enables us to resolve it quickly as well as prevent any future recurrence.

Starting the complaints process

Email info@bankzero.co.za, or WhatsApp [079-221-6628](tel:079-221-6628), or contact us through your [Bank Zero App](#).

If not satisfied with the assistance or final response received, please escalate to senior management at any point in the process by emailing complaintsescalation@bankzero.co.za.

The staff assisting you with your initial complaint as well as senior management handling the escalation, follow the below process in accordance with internal policies.



Acknowledgement

We acknowledge receipt of complaints within maximum 2 business days. If not received, please check your spam folder. If we can resolve your issue immediately, we'll respond to you accordingly.

Registering complaint

Unless immediately able to resolve your complaint, we record your concern and desired outcome in the complaints register. This record includes your contact information and links to all supporting information. We provide you with:

- A unique reference number which can be quoted at any point during escalations
- Next steps to be taken and indicative timelines
- Escalation channels available to you at any point in the process – i.e. senior management; and the Ombud

If you raised more than one issue and they are unrelated, we might address them separately to ensure faster resolution.

Investigation

The severity, complexity, impact and risk if unresolved are contributing factors in the prioritisation of the investigation. The investigation includes:

- Understanding the facts you provided in your complaint, and an assessment of potential system or process failures.
- Keeping in mind any and all statutory requirements.
- Requesting further clarification or more information from you to assist with the investigation.
- Should the complaint relate to a specific person, external supplier or another bank – engaging with them accordingly.

Ideally the same agent will assist you until completion, unless it needs to be handed over to a specific expert – in which case you'll be informed accordingly. If there are any delays, we'll keep you informed.

Providing final feedback

We'll communicate the final outcome to you, along with the reasons for the decisions and actions:

- Any actions already taken to remedy the situation, and further remedies or resolutions we propose to ensure your desired outcome; or
- Where the desired outcome cannot be met, communicating that to you accordingly, along with options available to you for further internal or external escalation.

Where your complaint is upheld with an accompanying compensation or goodwill payment or action, we will effect this within promised timeframes.

Should the issue raised be totally outside our control, we'll provide you with the necessary context and suggested steps you can take to resolve directly with that party.

External escalation of complaints

At any point during the process you can escalate your complaint directly to the National Financial Ombudsman Scheme by emailing info@nfosa.co.za or by calling 0860-800-900 – see www.nfosa.co.za for more information.