



COMPLAINTS POLICY

THE CORE VALUES THAT GUIDE OUR RELATIONSHIP WITH OUR CUSTOMERS:

African Bank is an authorised financial services provider in terms of the Financial Advisory and Intermediary Services Act. We are committed to managing complaints from our customers effectively so that you do not face any unreasonable barriers before or after you have taken up any of our products and services. We have a responsibility to ensure that we act professionally and reasonably so that you are treated fairly and do not experience any disservice. This policy outlines the process by which customers can submit complaints and how we will handle them to ensure fair, timely, and transparent resolutions.

At African Bank we are committed to delivering exceptional service and maintain the highest standard of integrity. We will act honestly and fairly, with due care and diligence, in the best interest of our customers when handling customer complaints.

WHAT IS A COMPLAINT?

'Complaint' means: an expression of dissatisfaction by a person to a bank or, to the knowledge of the bank, to the bank's service provider relating to a financial product or financial service provided or offered by that bank that indicates or alleges, regardless of whether such an expression of dissatisfaction is submitted together with or in relation to a client query, that:

- (a) the bank or its service provider has contravened or failed to comply with an agreement, a law, a rule, or a code of conduct that is binding on the bank or to which it subscribes;
- (b) the bank or its service provider's maladministration or wilful or negligent action or
- (b) failure to act has caused the person harm, prejudice, distress or substantial inconvenience; or
- (c) the bank or its service provider has treated the person unfairly

YOUR RESPONSIBILITIES:

How to submit a complaint:

You can submit your complaint through the various channels of your choice:

In Person: Visit any African Bank branch and speak with a representative.

Phone: Call our dedicated complaints hotline at

Personal Banking: 0861 111 011

Business Banking: 031 333 5438

Email: Send an email to:

Personal Banking: complaints@africanbank.co.za

Business Banking: bbcomplaints@africanbank.co.za

WhatsApp: 060 012 3716

Online: www.africanbank.co.za

Partner Alliance Details:

Shoprite

Call: 0860 01 07 09

E-mail: MMAcomplaints@shoprite.co.za

Online: www.shoprite.co.za/customer-care

In writing at any Shoprite, Checkers or Usave Store.

Lesaka

Call: 0860 99 53 08

E-mail: epequeries@lesaka.co.za

MTN Mobile Fintech

Call: 083 135

E-mail: complaints@mtn.com

- You should provide us with all relevant information to enable us to help you efficiently.
- Your complaint should contain sufficient details including facts, dates and supporting documentation. You should also include your account number and contact details.
- You should indicate your preferred method of communication and immediately inform the Bank if this changes during the complaint management process. This is important as all communication from the Bank will be sent via your preferred method.

OUR RESPONSIBILITIES:

- Acknowledgement of receipt will be sent in writing within 48 hours after we have received your complaint. We will use your preferred method of communication to communicate with you throughout the process.
- Your complaint will be allocated to the appropriate department to investigate. The complaint will be

investigated by a skilled individual who is empowered to deal with the complaint.

- Your complaint will be captured on the African Bank Complaints Management System.
- Once our assessment and investigation is completed, we will provide you with a formal response which will include:
 - The outcome of our investigation
 - The reasons for our decision
 - Any remedial action to be taken, if applicable
 - Information on how you can escalate the complaint internally at African Bank if you are not satisfied with the outcome.
- In the event that the complaint still cannot be resolved, we will explain to you, in writing, the reasons why and the further steps that are available to you.
- We will attempt to resolve your complaint within 30 days or sooner where possible, and keep you updated on the progress of your complaint.
- African Bank will keep a record of the complaint and maintain such record for five years as required by legislation.
- African Bank will use any complaints and responses proactively to improve existing services. We will implement corrective measures where required.
- African Bank is dedicated to the principals of Treating Customers Fairly ("TCF"). This is a set of principals set out by the Financial Sector Conduct Authority that informs the way financial service providers' deal with their customers. We will ensure that corrective measures are implemented if those principles are not adhered to.

Should you not be satisfied with the how your complaint was resolved you may approach the following dispute resolution bodies:

IMPORTANT CONTACT INFORMATION

THE NATIONAL CREDIT REGULATOR (NCR)

The NCR was established by the National Credit Act, 2005 and regulates the entire credit industry. It has a Complaints Division to assist consumers without a charge.

The National Credit Regulator contact details:

NCR Reception: 011 554 2700

Call Centre: 0860 627 627

Complaints: complaints@ncr.org.za

Website: www.ncr.org.za; info@ncr.org.za

NATIONAL FINANCIAL OMBUD SCHEME (NFOS)

The NFO is an umbrella Financial Services Ombud scheme formed by the amalgamation of 4 separate previously existing South African Ombud Schemes: Banking Ombud; the Credit Ombud; the Long-term Insurance Ombud; and the Short-Term Insurance Ombud. Any consumer with a complaint about their financial services provider may approach the NFO for free assistance.

NFOS - Tel: 0860-800-900.

Whatsapp – 066 473 0157

Email - info@nfosa.co.za

Website - www.nfosa.co.za

THE INFORMATION REGULATOR

The Information Regulator (South Africa) is an independent body established in terms of section 39 of the Protection of Personal Information Act 4 of 2013. It is subject only to the law and the constitution and it is accountable to the national assembly. The information regulator is, among others, empowered to monitor and enforce compliance by public and private bodies with the provisions of the promotion of access to information act, 2000 (act 2 of 2000), and the Protection of Personal Information Act, 2013 (act 4 of 2013).

Contact Details:

Main number: 010 023 5200

PAIA & POPIA Complaints:

POPIAComplaints@infoeregulator.org.za

PAIAComplaints@infoeregulator.org.za

OMBUD FOR FINANCIAL SERVICES PROVIDERS (FAIS OMBUD)

The mission of the Office of the Ombud for Financial Services Providers (FAIS Ombud) is to promote consumer protection and enhance the integrity of the financial services industry through resolving complaints impartially, expeditiously and economically.

Contact Details:

Tel: 012 762 5000 / 086 066 3274

Email: info@faisombud.co.za

Web: www.faisombud.co.za

FINANCIAL SECTOR CONDUCT AUTHORITY (FSCA)

The FSCA's mandate is to: enhance the efficiency and integrity of financial markets; promote fair customer treatment by financial institutions; provide financial education and promote financial literacy; and assist in maintaining financial stability.

Contact Details:

Tel: 012 428 8000 / 0800 203 722

Web: www.fsca.co.za

CONCLUSION:

The complaints policy is intended to provide guidance on the handling of complaints and to ensure compliance with all applicable legislation.

We are committed to abide by this document and to live our brand purpose of advancing lives, in all our dealings with you.