



## **NEDBANK CUSTOMER SERVICE CHARTER**

Customer service is at the heart of all we do and exceeding customer expectations is imperative to us. We seek to provide our customers with supreme personal service by delivering financial solutions, security and a means to achieve future goals through our expertise spanning over 60 years.

### **Our Pledge**

1. Provide products and services tailored to meet our customers' diverse needs.
2. Have skilled and qualified personnel.
3. Acknowledge all queries and enquiries as soon as possible, within 48 hours.
4. Respond to emails as soon as possible, within 48 hours.
5. To adhere to our ethical standards and policies when conducting business with clients.
6. To comply with and meet legal and regulatory requirements, established best practices, codes of conduct and directives that govern the bank and the banking sector.
7. To treat our customers fairly and to enhance the efficiency and integrity of the financial system.
8. We are committed to providing financial customers and potential financial customers with financial education programs, and promoting financial literacy and financial capability.
9. We are committed to ensuring that customers are provided with clear information and kept appropriately informed before, during and after entering an agreement for a product or service;
10. We pledge to provide different touch points for customer complaints as detailed below:
  - ❖ **In person:** Visit the branch and speak to the Enquiries Consultant, branch manager or any other member of staff.
  - ❖ **By telephone:** Phone your branch and speak to the Enquiries Consultant or contact our customer service team on Econet toll free number 290, TelOne toll free number 08004346 or our general lines 0242 254800 or 08677008108.
  - ❖ **In Writing:** Write your complaint or compliment in the Branch Complaints and Compliments Register on the enquiries desk, or contact our Marketing team on, 16<sup>th</sup> floor Old Mutual Centre, Corner 3rd Street Jason Moyo Harare.
  - ❖ **Email** us on [contactcenter@nedbank.co.zw](mailto:contactcenter@nedbank.co.zw)

### **Help us serve you**

Your feedback is of great value to us, as it enables us to deliver the exceptional service that will meet your individual needs. Please help us to better serve you.

If you are dissatisfied with the outcome of our complaints resolution process, you are free to exercise your right by escalating the matter to the Reserve Bank of Zimbabwe, any other alternative dispute resolution entities/mechanisms or the courts of law.