

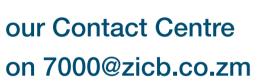
## **COMPLAINT HANDLING PROCEDURE**

At Zambia Industrial Commercial Bank, we are committed to providing exceptional service. If you are unhappy with our service, we would like to know about it at your earliest convenience. This will give us an opportunity to address your concerns and improve our service

HOW YOU CAN SUBMIT YOUR COMPLAINT

Submit Your Complaint via:







or Call 7000 (on all networks)



or our website on www.zicb.co.zm



or inbox us on Facebook



or visit any of our branches

## HOW WE WILL DEAL WITH YOUR COMPLAINT

You will receive an acknowledgement of your complaint within 24 hours, which will include a reference number for tracking your complaint.

We aim to resolve all your complaints within 5 business days.

If your complaint is not resolved within 5 business days, and requires investigation, we will keep you informed regarding the progress. Our team will investigate your concerns thoroughly to provide a fair resolution promptly.



## **ESCALATION PROCESS:**

If, however, you are not satisfied with the way your complaint was handled, you can escalate your complaint through the following channels:

1. Manager Customer Experience ZICB Head Office P.O Box 30228 Lusaka

## 2. The Chief Executive Officer | ZICB Head Office | P.O Box 30228 | Lusaka

If you remain dissatisfied after exhausting the above internal channels, you may contact our regulator below with details of the complaint including the complaint number:

3. Director - Prudential Supervision Bank of Zambia P.O Box 30080 Lusaka or any financial ombudsperson

We Value Your Feedback.

Zambia Industrial Commercial Bank Ltd Making tomorrow possible