COMPLAINTS HANDLING PROCEDURES

WE VALUE OUR CUSTOMERS AND WHEN A COMPLAINT IS RECEIVED, WE ALWAYS HANDLE IT WITH THE EFFECTIVENESS IT DESERVES.

Tell us:

In Person:

- You can contact our Branch Manager who will handle your complaint.

In Writing:

- Address your letter to the Branch Manager, include your account details and phone number.
- Drop the letter in a suggestion box at the branch nearest to you.

E-mail:

- You can email us at info@centenarybank.co.ug
- We will only respond to your email by return email if you specifically request us to do so.

Telephone:

- Raise your complaint with our call centre on
  0317 202002 / 0417 202002
  Airtel: 0800335344 / MTN 0800200555

We shall endeavor to resolve your complaint within 48 hours of complaint receipt.

Management

Centenary Bank

A Member of Centenary Group

For more information call our toll free line
0800 200555/0800 335344

Centenary Bank Head Office: Mapeera House, Plot 44-46 Kampala Road and Plot 2 Burton Street. P.O. Box 1892 Kampala, UGANDA. **I Mobile:** 0750 555852 I
Tel: +256 (0)414 251276. **I Email:** info@centenarybank.co.ug **I Website:** www.centenarybank.co.ug **I** Centenary Bank, a Member of the **Cente**Group.

40 YEARS OF TRANSFORMING LIVES