

A close-up portrait of a woman with dark hair pulled back, smiling warmly. She is wearing a dark blue blazer over a red top with a white trim. The background is a blurred red wall. The text 'We Value your feedback' is overlaid in white on the lower part of the image.

**We Value  
your feedback**

**BANK ONE**

## **At Bank One, we always make it a point to listen to you.**

We value your feedback and aim at resolving your issue at the earliest. You can reach us through any of the options listed below:

### **Option 1: By Telephone**

You may call our Contact Centre on 202 9200 anytime as from 08:30 to 16:30 hrs  
Additionally a dedicated line 202 9203 is available to take your feedback, complaints or suggestions, operational as from 08:45 to 16:30 hrs

### **Option 2: Write to us**

You may choose to address your feedback/complaint to :  
The Customer Experience department  
Bank One Limited  
16, Sir William Newton Street  
Port Louis

### **Option 3: Email us**

Drop us an email at [complaints@bankone.mu](mailto:complaints@bankone.mu)

### **Option 4: Through our website**

Visit our website [www.bankone.mu](http://www.bankone.mu) and post your message in the feedback/complaint section

### **Option 5: Feedback/Complaint boxes**

You may wish to fill in one of our feedback brochures and drop it in our feedback box available in all our branches.

### **Option 6: Talk to us**

Meet your Relationship Manager, Branch Manager or any bank representative and voice out your feedback/suggestion or concern.

## **Our time-frame to resolve issues**

We will send you an acknowledgement within 24 hours of receipt if your complaint has not been resolved on the spot.

You may expect to have a reply within 10 days that your complaint was lodged

You will be informed if the matter under investigation requires additional time to be resolved depending on the complexity of the issue

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In all cases, a complaint is given full and fair consideration and appropriate action will be taken to ensure that the issue does not recur.

**Date:**

**Customer Name:**

**Contact Number:**

**Email address:**

## Feedback Area

(please feel free to express yourself)

### In case of dissatisfaction

If you are still not satisfied with the reply provided to you or if you have not received a reply from Bank One within a period of 10 days as from the date the complaint was lodged. You may address your issue in writing to the Office of Ombudsperson for Financial Services stating the following details:

- Your name and address;
- The name and address of the bank;
- The nature of the complaint and the facts and circumstances giving rise to the complaint;
- The relief sought;
- A written declaration to the effect that the complaint was made to Bank One Limited by registered post, with advice of delivery, and that it has sufficient interest in the subject matter of the complaint.
- A declaration as to whether Bank One Limited replied to the complaint;
- A copy of the reply, if any, from Bank One Limited; and
- Copy of the documents on which you propose to rely.

# BANK ONE