

# COMPLAINTS PROCEDURE

How to give us your feedback on our products and services.

At Bayport, Our desire is to resolve your complaints in the quickest possible time, in the simplest manner in order to improve your experience with us.

The purpose of this complaints procedure is to help us resolve any undesirable experience you may have while accessing any of our products and services which you may wish to bring to our attention as soon as possible.

## COMPLAINT ESCALATION PROCESS

LOAN PRODUCTS, INSURANCE, MONEY TRANSFER & DEPOSIT TAKING

### STEP 1

Contact the Customer Service Manager on the:

**Toll free line - 7878**

Timeline before Step 2:  
72 Hours

### STEP 2

If still dissatisfied, write to the **Chief Commercial Officer**, Head Office, 68 Independence Avenue, Lusaka.  
Or email to [marketing@bayport.co.zm](mailto:marketing@bayport.co.zm) or via our website [www.bayportfinance.com](http://www.bayportfinance.com)

Timeline before Step 3:  
72 Hours

### STEP 3

If still Unresolved, appeal or write to the **Chief Executive Officer**, Head Office, 68 Independence Avenue, Lusaka

Timeline before Step 4:  
5 working days

### STEP 4

If still remains unsatisfactory, write to **Bank of Zambia- Non Banking Financial Institutions Supervisory Department**, P O Box 30080, Lusaka or P O Box 71511, Ndola