

FNB Customer Service Complaints Procedure



If you are not satisfied with the service you receive from us, our complaints procedure is as below:

- Please approach the **Service Advisor** in the Branch or your **Relationship Manager** for assistance.
- You can also get in touch with **Contact Centre on 362 (from any network)** or **+260 211 366 800**.
- Alternatively, visit our website (**www.fnbzambia.co.zm**), send an email to **service@fnbzambia.co.zm** or log your complaint via the FNB APP .

Your complaint will be logged and a **reference number will be sent to you via SMS or Email within 24hrs**. Please note that complaints will be **resolved within 5 to 10 working days**.

Should your **Service Advisor** fail to resolve your complaint, please contact the **Branch Manager**.

Should your **Relationship Manager** fail to resolve your complaint, please contact the **Head of the Business Unit**.

In the event that you are not satisfied with the complaint outcome, you can write to the Chief Executive Officer at:

**First National Bank Zambia,
Stand no. 22768, Thabo Mbeki Road
P.O Box 36187, Lusaka
Email: fnb@fnbzambia.co.zm**

FNB believes in **Treating Customers Fairly**, If you are not satisfied with the resolution of your complaint you can invoke Alternative Dispute Resolution mechanisms with the following legally sanctioned service regulators:

**The Competition and Consumer Protection Commission:
Bankers Association of Zambia:
Bank of Zambia:**

**+260 211 232 657
+260 211 234 255
+260 211 399 300**