

Complaints Procedure

At MauBank, we believe in delivering high quality products and services to meet the individual needs of our customers. Please help us to serve you better by sharing your complaints through any of the following means:



Option 1: Digital Complaints Platform

Log in your complaint on the Digital Complaints System (DCS) available on our website www.maubank.mu/complaint/

The DCS is an online platform allowing you to submit your complaint to the bank.

Once your complaint is logged in, a ticket number will be issued to you.

You can upload/attach any document related to the complaint being made.

Thereafter, at any time you have the possibility of tracking the status of the complaint made, using the ticket number and a password that will be issued to you.



Option 2: Email

You may email us your complaint on Complaint@maubank.mu



Option 3: Telephone

You may call us on 405 – 9400 where our customer service officers will assist you.



Option 4: Complaints Box

You may fill in a complaint form available across any MauBank Business Centre and drop it in the complaint box.



Option 5: Write to us

You may choose to write to us on the following address:
Complaints Unit
MauBank Ltd
25, Bank Street, Cybercity, Ebene 72201.

Help us to serve you better.



All complaints received will be handled diligently.

We will try as far as possible to resolve a complaint immediately. In case the complaint requires more time and investigation, an acknowledgement will be sent to you within 2 working days.

The bank will always investigate and revert to you.

Once investigation is completed and the complaint has been addressed, the bank will send you a written feedback not later than 10 days from the date of the complaint.

In case you are not satisfied

If for any reason, you are not satisfied with the reply provided by the bank regarding your complaint, or if you have not received a reply from the bank within 10 days as from the date of your complaint, you may write to the Office of the **Ombudsperson for Financial Services at the following address:**

**Office of the Ombudsperson for Financial Services
8th Floor, SICOM Tower
Wall Street
Ebene**

The complaint to the office of the Ombudsperson should be duly accompanied by the following:

- The name and address of the complainant;
- The name and address of the financial institution against which the complaint was made;
- The nature of the complaint and the fact and circumstances giving rise to the complaint;
- The relief sought;
- A written declaration to the effect that the complaint was made to his financial institution by the registered post, with advice of delivery, and that he has sufficient interest in the subject matter of the complaint;
- A declaration as to whether the financial institution replied to the complaint;
- A copy of the reply, if any, from the relevant financial institution to which the complaint was made, and
- A copy of the documents on which he proposes to rely.

The bank endeavors to resolve any complaint as soon as possible.

Should we, at any time, not be able to resolve the matter immediately, we will keep you updated on progress. In all cases, complaints will be dealt with diligence, in strict confidentiality, and in all fairness; reliability and transparency.



25, Bank Street, Cybercity,
Ebene 72201
Republic of Mauritius

T (230) 405 9400 | F (230) 404 0333
info@maubank.mu | www.maubank.mu

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MauBank is an entity regulated by the Bank of Mauritius and FSC



**Complaints Handling
Procedures.**



Le partenaire de votre progrès!