

CUSTOMER COMPLAINTS

HANDLING MECHANISM



Reach out



- 0709 876 110
- servicedesk@vicbank.com
- Drop by at any of our branches
- Speak to your Relationship Manager directly

Procedure

- Customer complaints made orally or in writing are received and a confirmation of acknowledgement is issued immediately via email.
- We may need to contact you to clarify details or request additional information where necessary.
- Complaints are logged using our internal channels, which ensures tracking and resolution of the complaints within 48 hours.
- We will notify you of our finding and any action we may have taken in regard to your complaint.
- Whereas the nature of complaints received by the Bank is complex or complicated, resolution may take longer than expected and communication on the expected closure date will be provided to you as a customer by the Bank.

Notification

We will notify you via a telephone call or email once the matter has been resolved. We are available to provide further assistance in case there is any clarification you may need with regards to the resolution provided by the Bank.

