



INDO ZAMBIA BANK

PROCEDURE FOR LODGEMENT OF COMPLAINTS/SUGGESTIONS

In our continuous endeavour to serve you better and with a view to resolve your grievance/complaint, if any, relating to the services provided by us, we advise that you can now lodge your letter outlining your grievance/complaint/suggestion in a box titled “**Customer Complaint/Suggestion Box**” kept in the banking hall or send it by mail to us.

Alternatively, you can directly approach the Branch Manager with your letter of grievance and we would ensure that your grievance is resolved and you would be another satisfied customer.

You are also free to lodge your complaint/suggestion with our Head Office at the following address:-

**The Chief Manager - Public Relations Department
Indo - Zambia Bank Ltd, Head Office.
Plot 6907, Cairo Road, P.O.Box 35411, Lusaka.
Email: pr@izb.co.zm
Tel: +260 211 225 080 / +260 211 224 653**

We are committed to continuously improve our services and we assure you that we would take all possible steps to resolve your grievance/complaint on TOP PRIORITY basis but in case within a maximum period of seven (7) working days from the date of receipt of your grievance/complaint.

SUPPORTING YOU. DEVELOPING ZAMBIA.