

COMPLAINTS HANDLING PROCEDURE

Dear Clients,

At Standard Chartered, your satisfaction is at the heart of our priorities and guides every one of our strategic decisions. We are committed to providing you with impeccable service that meets international standards and to ensuring fair and transparent interactions at every stage of our relationship.

To this end, we have established a dedicated framework for managing customer relations and handling complaints. This framework enables us to address your requests promptly, fairly, effectively and courteously, while ensuring that each complaint is reviewed thoroughly, transparently and consistently.

If you wish to submit a complaint, several channels are available to you:

- By telephone at +225 27 20 30 32 58
- By hand-delivered letter to our head office
- By email at Straight2bank.Ci@sc.com

We undertake to handle each complaint within a maximum period of 30 days from the date of receipt. Should this timeframe be exceeded, or should you require any further assistance in following up on your case, please do not hesitate to contact us again by telephone at +225 27 20 30 32 58.

Please rest assured that all our teams remain fully committed to providing you with a level of service that meets your expectations.

We sincerely thank you for your trust and cooperation.

Customer Service