ARE YOU DISSATISFIED WITH ANY OF OUR PRODUCTS OR SERVICES?

Give us feedback

RESOLUTION PROCESS

1. STANDARD CHARTERED BANK
   - A waiting period of a maximum of twenty 20 working days
   - If unresolved after the period, you may proceed to lodge a complaint with Bank of Ghana

2. BANK OF GHANA
   - A waiting period of a maximum of twenty 20 working days

Is your complaint adequately resolved? If not, you may seek LEGAL REDRESS

HOW TO COMPLAIN

- **Telephone**: Toll Free: 0800740100/233302740100
- **E-mail**: feedback.ghana@sc.com
- **Letter to**: The Head, Client Experience, Standard Chartered Bank, Box 768, Accra
- **In Person**

REMEMBER!

Do not forget to collect your COMPLAINT REFERENCE NUMBER

To find out more, call the SCB Client Care Centre on (+233)302-740-100
For more info call the BoG Market Conduct Office on (+233)302-665-005 or BoG Call Centre on (+233)302-611-733

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