

Feedback and Complaints

We value our relationship with you and would love to hear about your experience with us. If we've disappointed you, we're sorry and would like to have the opportunity to put things right.

Please

1. Call our state-of-the-art Call Centre:

Landline Numbers	TelOne Toll free Lines	Mobile Numbers
+ 263 4 758078/9	08004127	+263 774 163 179
+ 263 4 773856	08004128	+263 774 163 180
+ 263 4 770007	08004129	
+ 263 4 751854	08004130	
+ 263 4 780988	08004131	
+ 263 4 759415	08004132	
+ 263 4 781406	08004157	

2. Email us at: contactus.zw@sc.com

3. Write to us: Client Care Unit,
Ground Floor
Africa Unity Square
68 Nelson Mandela Avenue
P O Box 373
Harare, Zimbabwe

Or you can speak to any of our branch staff

What you can expect from us if you're unhappy about something:

We will try and resolve the problem as soon as possible. If we can't do this on the spot, we will get back to you with an update within five business days. We'll also send you a reference number to use in your communication with us.

Head Retail Banking

Harton Maliki

