

## **Standard Chartered Bank (Mauritius) Limited (SCBM) Complaint Management Process**

SCBM follows the Standard Chartered Group ('Group') Policy and Procedures for managing complaints. Additionally, the Bank also complies with the Banking Act 2004 and the Ombudsperson for Financial Services Act 2018 which set out the minimum criteria to be observed by financial institution for handling customer complaints.

Complaints can be made in person by visiting the office OR by writing to us at Standard Chartered Bank (Mauritius) Limited, 19, Bank Street, 6th Floor, Standard Chartered Tower, Cybercity, Ebene, Mauritius **OR** email ([Straight2Bank.mu@sc.com](mailto:Straight2Bank.mu@sc.com)) **OR** phone (+230 403 6500).

If as a complainant, you are not satisfied with the decision of SCBM or have not received a reply from SCBM within 3 months as from the date of the complaint, You may yourself, or through an authorised representative, lodge a complaint in writing with the Office of Ombudsperson for Financial Services at:

Office of Ombudsperson for Financial Services  
8th Floor, SICOM Tower  
Wall Street  
Ebene CyberCity 72201  
Mauritius

Telephone: [468 6475](tel:4686475)

Fax: [468 6473](tel:4686473)

Email: [ombudspersonfs@myt.mu](mailto:ombudspersonfs@myt.mu).

The Office of Ombudsperson for Financial Services will entertain complaints from complainants that are made by written representations, by registered post with the following information and documents:

- (a) your name and address
- (b) the name and address of SCBM
- (c) the nature of the complaint and the facts and circumstances giving rise to the complaint;
- (d) a declaration as to whether SCBM replied to the written representations made by registered post, with advice of delivery.
- e) the relief sought;
- (f) such other information and particulars as may be specified in the complaint form, if any;
- (g) a written declaration to the effect that the Complaint was sent to SCBM through written representations, by registered Post, with advice of delivery and you have sufficient interest in the subject matter of the complaint.
- (h) a copy of the reply, if any, from SCBM
- (i) a copy of the documents on which you propose to rely.