



# Crown Bank

(Registered Commercial Bank)

You Matter Most



## Easy-to-Use Complaint Procedure Guide

At Crown Bank, we appreciate and value feedback on your experiences with our products and services.

If you feel dissatisfied with us in any way, we would like you to inform us so that we can serve you better in the future.

When we receive your complaint, we will deal with it promptly, effectively and in a positive manner.

### 1. Complaint Logging Channels

- a. Call/WhatsApp on hotlines: 0772 152 647/ 0772 419 693/0772 55 579 Call Direct Lines:0242 704481/2 & 0242 761198 and Call tollfree line 220(from econet only)
- b. Visit any of our branches and speak to the Operations and Service Manager or the Branch Manager.
- c. If you are a Priority Banking client, please contact your dedicated Relationship Manager or visit our Priority Banking Centre or call our 24 Hour Call Centre on 0242 704481/2 & 0242 761198, Hotlines (call/whatsapp): 0772 152 647/ 0772 419 693/0772 55 579 and 220 (toll free from Econet lines)
- d. If you are a Business Banking client, you may contact your dedicated Relationship Manager, you may also email us on; [Contactus.zw@fbc.co.zw](mailto:Contactus.zw@fbc.co.zw)

Additionally you may write to;  
Crown Bank Client Experience Unit  
P.O Box 373  
Harare, Zimbabwe

Alternatively you may email us on; [Contactus.zw@fbc.co.zw](mailto:Contactus.zw@fbc.co.zw) or Call/WhatsApp on hotlines: 0772 152 647/ 0772 419 693/0772 55 579 Call Direct Lines:0242 704481/2 & 0242 761198 and Call tollfree line 220(from econet only)

### 2. Acknowledgement And Response To Complaints

- a. We will endeavour to resolve your complaint at the first point of contact. Please obtain a complaint reference number from the person handing the complaint. If the complaint is resolved to your satisfaction, we will deem it as closed.
- b. If we are unable to resolve the matter immediately, we will update you on the status of your complaint by calling you on the contact number provided by you, within 48hours.
- c. If the complaint takes more than 2 working days for us to investigate, we will keep you informed of the expected time frame for resolution of your complaint and we will update you of the closure of the complaint.

- d. To provide an update on your complaint, we will be contacting you on the contact numbers or email addresses that we have on our records.
- e. If the complaint is received in writing, we will send a written acknowledgement to you by way of a letter within 5 working days and by email or SMS within 48 hours. We will endeavour to provide you with a time frame within which we expect the issue to be resolved.
- f. Upon investigation of the complaint, we will respond to you on the resolution provided to your complaint.

### 3. Escalation Channels

In the event, you are not happy with the resolution of the complaint, please note, you have recourse to the following channels for your complaint to be redressed:

- a. Africa Unity Square Branch +263 8677 015 069 or +263772201987  
Bulawayo Branch +263 8677 015 026 or +263774165245
- b. Send an email to [Contactus.zw@fbc.co.zw](mailto:Contactus.zw@fbc.co.zw)
- c. Head, Business Banking  
+263 8677 015 035 or +263775519293
- d. Head Client Experience, Analytics and Performance,  
+263 8677 015 299 or 0775519230
- e. Head Wealth and Retail Banking on  
+263 8677 015 062 or +263772910030
- f. You may also contact the Managing Director on  
+2638677015135
- g. If the above resolution is not satisfactory, please note you may take your grievance to the Reserve Bank of Zimbabwe on +263 242 703 000, Toll-free numbers (0800 6009 –TelOne Landlines only and 0808 6770 – Econet lines only).

### 4. Complaint Resolution Satisfaction

In order to ensure that we are providing exceptional levels of service, we may contact you to survey your responses on our complaint resolution process. Your feedback is highly valued and will provide us with inputs to improve our service levels.

Should you wish to provide any suggestions, you may also write to us on, [Contactus.zw@fbc.co.zw](mailto:Contactus.zw@fbc.co.zw) or visit our website on [www.fbc.co.zw](http://www.fbc.co.zw)

Note: Support for clients in interpreting the complaint procedure is available.

#### Head Wealth and Retail Banking

Registered Commercial Bank



A member of the Deposit Protection Corporation

\*Terms and conditions apply.