



More info

Visit capitecbank.co.za or call our 24hr Client Care Centre on 0860 10 20 43.

feedback

help us serve
you better

#BankBetterLiveBetter



Capitec Bank



CapitecBankSA



capitecbank



Capitec Bank

capitecbank.co.za

Conditions apply. Fees include VAT.

All information correct at time of going to print, 19/03/2018, and subject to change.
Capitec Bank is an authorised financial services provider (FSP 46669) and registered credit provider (NCRCP13) Capitec Bank Limited Reg. No.: 1980/003695/06

5990 Feedback Flyer



CAPITEC

how to give feedback

We welcome all constructive feedback. We deal with complaints quickly and thoroughly so that we can resolve them effectively. Compliments are shared and celebrated, and are added motivation to serve you better.

step 1

Contact us

- Email us at ClientCare@capitecbank.co.za
- Call our 24hr Client Care Centre on **0860 10 20 43**
- Visit your nearest branch

Once we have received your complaint, we will:

- acknowledge your complaint and give you a reference number
- contact you within 24 hours to provide you with feedback
- try to resolve the matter and keep you informed
- escalate your complaint further should we not be able to resolve your complaint to your satisfaction

Please give us time to resolve your complaint before escalating it.

step 2

Escalate your complaint

Unresolved complaints will be escalated to Complaint Management.

- We will acknowledge receipt of your complaint and give you the contact details of the person investigating it
- We will contact you within 24 hours and keep you informed until your complaint has been resolved or finalised
- If you are still not satisfied with the outcome, we will give you the relevant ombudsman's contact details

step 3

Contact an ombudsman

You can contact an ombudsman to investigate your complaint only if you have followed step 1 and step 2.

Service/Products

Ombudsman for Banking Services

T 0860 80 09 00 (sharecall)/011 712 1800

F 0866 76 63 20/011 483 3212

E info@obssa.co.za

W www.obssa.co.za

Credit

National Credit Regulator

T 0860 62 76 27

E info@ncr.org.za

W www.ncr.org.za

Credit Insurance

Ombudsman for Long-term Insurance

T 0860 10 32 36 (sharecall)/021 657 5000

F 021 674 0951

E info@ombud.co.za

Advice

Fais Ombud

T 012 762 5000/012 470 9080

F 0867 64 14 22/012 348 3447

E info@faisombud.co.za

W www.faisombud.co.za