

CUSTOMER COMPLAINTS PROCEDURE

At AB Bank Zambia, we strive to provide our customer with high quality of service and to treat our clients with respect. However, should you be dissatisfied with our services or the conduct of our members of staff, you have the right to register an official complaint.

We commit to resolve your complaint in a fair, impartial, transparent, and timely manner.

To effectively address your complaint, please ensure that you:

- Clearly state the nature of your complaint
- State what you would like to be resolved

HOW TO REGISTER YOUR COMPLAINT

- Call our Contact Center on 888.
- Send us a message on our social media platforms - Facebook, LinkedIn and Instagram.
- Send an email to contact@abbank.co.zm.
- Drop a written complaint at any of our branches.

RESOLUTION PROCESS

- We will resolve your complaint within 5 working days.
- If you feel that the complaint has not been addressed to your satisfaction, you can escalate the complaint to the CEO by emailing ceo@abbank.co.zm
- Should your complaint still remain unresolved to your satisfaction, please contact the Head of Supervision at the Bank of Zambia on +260 211 399300, 0971 270090, 096 3884820. You can also send an email to info@boz.zm

Kindly note that a record of your query/ complaint will always be maintained. This can be by recording if via phone, or electronically if the complaint is in writing/email.

Our Contact Details

AB Bank Zambia - Head Office,
P.O Box 38173, Lusaka
Telephone: (+260) 211 220836/8
Email: contact@abbank.co.zm
Website: www.abbank.co.zm

