Bank of Zambia Guidelines Complaints Procedure

In line with the Bank of Zambia Customer Complaints Handling and Resolution Directives below are the guidelines to be followed when lodging a Complaint

Complaints may be made in person,
Over the phone or in writing to Citiservice Zambia
email: citiservice.zambia@citi.com
phone: +260 211 444413/15
Anonymous Complaints will not be accepted.

Your complaint will be acknowledged within 2 days of receipt and the issue will be logged in our system and assigned a unique tracking Reference number

Simple complaints such as non - provision of a statement, will be resolved immediately but within 3 working days

All major complaints received will be resolved within 5 working days from date of receipt

If a complaint is likely to take more than {5) five working days to resolve, the bank will provide the customer with a holding reply within (2) two working days of receipt of the complaint

Complex complaints such as those involving another service provider, will be resolved within 15 days from date of receipt

Upon completion of an investigation into a complaint, the customer will be communicated to before the end of the next business day, with clear explanation of the basis or the decision

INTERNAL APPEAL If not satisfied with the outcome, the Customer can appeal to the Chief Executive Officer who will provide response within 10 days of receipt of the complaint

EXTERNAL APPEAL An external appeal may be made through an alternative dispute resolution mechanism provided by a recognized authority including a sector association, Bank of Zambia, Consumer Protection Authority, a financial ombudsperson; or a court of competent authority;

For any clarifications, please contact Citiservice Zambia on
email: citiservice.zambia@citi.com or phone: +260 211 444413/15