

CUSTOMER SERVICE VALUES | Defining the Values

RELATIONSHIP

We will build long-term relationships with our customers by offering products that meet their banking needs and by providing service that exceeds their expectations.

OWNERSHIP

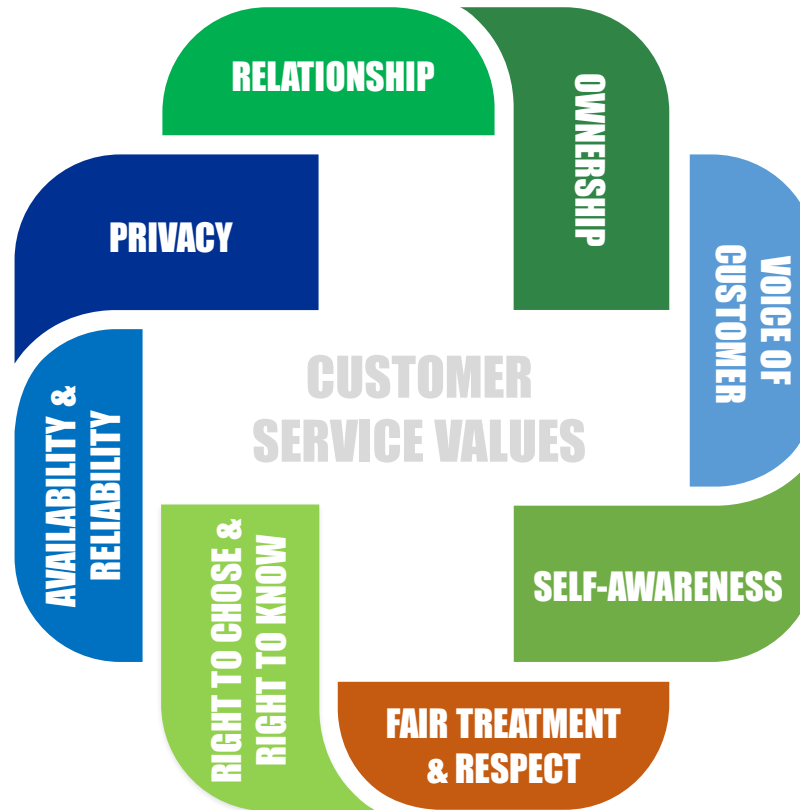
We will own every customer transaction, feedback and complaint and bring it to closure within the committed service levels

VOICE OF CUSTOMER

We will ensure that customer feedback is captured, acted upon and is reflected in our products, services and the way we deal with our customers

Continuous Improvement

We will conduct self-assessment exercises to identify areas of improvement that can help us to serve our customers better.



FAIR TREATMENT & RESPECT

We will treat our customers with the utmost respect and exercise full transparency on information related to our products and services.

RIGHT TO CHOSE & RIGHT TO KNOW

We will always be transparent when it comes to offering options and solutions that meet customers' needs and allow them to choose the most appropriate solutions without undue pressure.

AVAILABILITY & RELIABILITY

We will ensure our channels and staff are always available to assist customers

PRIVACY

We will ensure customers 'personal and financial information always remains confidential and secure.