

WE WOULD LOVE TO HEAR FROM YOU

CUSTOMER FEEDBACK

At Letshego, we appreciate and value feedback from our customers regarding your experience with our products, service and staff. 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 feedback, we will deal with it promptly, effectively and in a positive manner.

How to give feedback

Our customers can give feedback by way of the following:

- Call or speak directly to the officer in charge at the relevant branch;
- The customer complaints and comments logbook which is available at all Letshego branches;
- Send an email to na.marketing@letshego.com;
- Call our call centre at +26461 202 3500;
- Feedback by letter should be addressed for the attention of the Head of Financial Inclusion at Head Office, Letshego Bank Namibia Limited, 1st floor, Letshego place, 18 Schweringsburg Street, Windhoek, Namibia.

Acknowledgement and response to feedback

- We will attempt to resolve the matter at the first point of contact. If the matter is resolved to your satisfaction, we will consider it as closed.
- 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, at the latest in 3 working days.

- If the matter takes more than 3 working days for us to investigate, we will keep you informed of the expected timeframe for resolution of your complaint.

OUR CUSTOMERS' RIGHTS AND RESPONSIBILITIES

Our customers have the **Right** to:

- Be treated with Respect;
- Be heard;
- Privacy and confidentiality;
- See information related to our services;
- Receive clear, truthful and timely information; and
- Review, appeal and complain;

It is our customers' **Responsibility** to:

- Treat Letshego staff with courtesy and respect;
- Attend scheduled appointments punctually;
- Comply with the terms and conditions of Letshego's products;
- Exercise due care and diligence in the operation of his or her account; and
- Respond to requests for information by Letshego accurately, thoroughly and in a timely manner.

061 202 3500

na.marketing@letshego.com



letsgo.letshego.com

