The Complaints Officer, will promptly acknowledge Complaint is registered through receipt of your claim within 24 2 the Complaints Form on the hours and provide a 1 Grindrod Bank reference number for future website reference. We will inform you of the outcome if capable of 3 immediate resolution, within Please respond to this 3 days. resolution in writing within 4 We would like to confirm three days, either by that your complaint will be accepting or rejecting it. considered resolved once you have either provided written acceptance of the 9 resolution offered or have failed to respond within a period of 8 weeks Should we be unable to fully resolve following the issuance of We will provide you with a your complaint within 20 business comprehensive update on the our final response. days from the time it was logged, or if measures taken to address you are unsatisfied with the resolution, 5 your complaint, as well as the you are entitled to escalate the issue estimated date of resolution to the appropriate Ombudsman or to within a period of 14 days. pursue legal options in an alternative 7 forum. Further information regarding **Our Service Promise** Ombudsman services is available for We undertake to: your reference: • Be fair and act with integrity in all our Contact Details Form which dealings with you can be found on our website: Keep your information confidential • Provide you with friendly service, and https://www.grindrodbank.co.za/Library ensure that you are satisfied with our In the event that an service 8 immediate resolution is not • Ensure that we comply with all regulatory possible, the complaint will requirements 6 be escalated to the bank's • Help you as guickly and efficiently as internal complaint committee possible • Help you choose the solutions and services for further review and resolution. that suit your needs and help you understand the financial implications involved.