

How to Complain

At Bayport Financial Services we strive to provide our customers with unsurpassed customer service every time they choose to contact us. Our Complaints' Handling Policy is designed to ensure that customers who experience difficulty with any of our products or services have all the necessary information at hand for them to take whatever action they deem necessary to resolve their concerns.

Our customer's opinion really matters. Whether it's a compliment or complaint, we would appreciate hearing from you.

Feedback from our customers', whether positive or negative, always provides us with an opportunity to take decisive action to rectify customer concerns and/or service related issues, and improve the quality of service and care provided by us, while also recognizing the efforts of individuals providing outstanding customer care.

Whenever you contact our Customer helpline, we will: -

- Be courteous;
- Be willing to assist you and be responsive to your needs;
- Treat you efficiently, fairly, and professionally;
- Provide verbal and written communication to you that is clear, concise, accurate and complete;
- Demonstrate professional, accurate information on all our products and services;
- Take decisive and timely action to rectify any errors.
- Use your feedback and comments to make improvements to our products and service.

How do I make a complaint?

First Contact

If you have a problem, or if our service has not met your expectations, our Customer Service Team will try to remedy your concern immediately. However, there will be times when an issue you raise is not resolved immediately, possibly requiring further investigations. If this is necessary, we will agree an appropriate course of action and timeframe for resolving your matter with you.

There are a number of ways to contact us, including:

-Walk in to any of our Bayport Financial Services Branches around the country

By phone: 71 36 80 00

By email: customercare@bayport.co.bw



Money Quest Investments (Pty) Ltd/Subsidiary of Bayport Management Ltd

1st Floor, 204 Independence Avenue (Opposite Time Square), Gaborone, Botswana

PO Box 2748, Gaborone, Botswana

Tel: +267 393 6456 • Fax: +267 318 0831

Company registration number: 2006/2926 | Licence No: ML/2/31

Directors:

Father Maphongo (Motswana), Stuart Stone (South Africa), Paul Silverman (South Africa), Bryan Arlow (South Africa), Gerald Mabureza (Zimbabwe)

www.bayportbotswana.com

In writing (Standard Post);

Head of Customer Service

Bayport Financial Service
1st Floor, 204 Independence Avenue
P O BOX 2748
Botswana

So that we can acknowledge receipt of your letter, please advise us of your preferred telephone number during business hours so that we can acknowledge receipt of your letter.

How long should it take for my complaint to be resolved?

Regardless of how you choose to communicate your complaint to us, we will always endeavor to resolve your concerns immediately. In instance where this is not reasonably possible we commit to resolving your matter within three (3) business days from receipt of your complaint.

We endeavor to acknowledge e-mails received by us within one (1) hour, and letters within one (1) business day of receipt, provided you have included your preferred business hours telephone contact information and email address.

If your concern is more complex, we might require more time to escalate and properly investigate the matter, advising you immediately we become aware that additional time will be required to resolve your matter.

At that time, we will let you know: -

- What action we propose taking;
- Approximately how long it will take to complete our investigations and resolve the matter;
- To whom the matter has been escalated; and
- Advise you of a customer care reference number - so that you can make further enquiries about your complaint.

If your matter has been escalated, we undertake to complete all investigations and provide you with a full response to your complaint within 30 calendar days.

Privacy Complaints

If you feel that we may have breached your privacy or our Privacy Policy, you may contact us in writing (e-mail, facsimile or letter) to:

The Chief Executive Officer

Bayport Financial Services
1st Floor, 204 Independence Avenue
P O BOX 2748
Gaborone



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