

Complaints management process

We promise to confirm respond to your complaint within 2 working days. Most complaints get resolved immediately; complex complaints will take us between 2 to 7 working days. If your complaint is not resolved within 7 working days, we will provide you with a status update.

What if you are not satisfied with our feedback?

In the event you are still unhappy with the resolution please send an email to: **sbgs@stanbic.com**, **chiefexec-sbgs@stanbic.com**, or **customercare-sbgsecurities@stanbic.com**

Important information

Please note that calls made to the SBG securities will be at your cost as prescribed by your Mobile Network Operator. For your benefit and ease of reference, all calls to our Customer Care Centre are recorded.

Customer Care Centre (CCC)

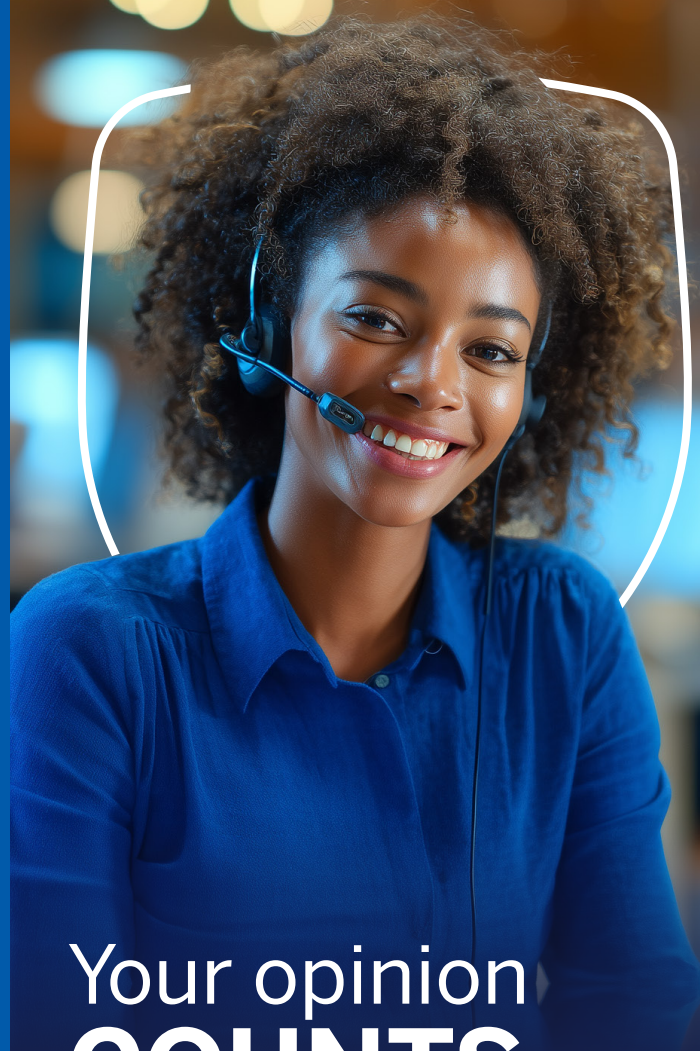
Tel: +254 20 363 8942; +254 20 363 8900

Email: customercare@stanbic.com

Website: www.sbgsecurities.co.ke



SBG Securities



Your opinion
COUNTS

SBG Securities Limited is regulated by the Capital Markets Authority (CMA)

Service Experience Feedback Form

At SBG Securities we are committed to offering you a pleasant service experience. To help us improve our service delivery to you please share your feedback by filling this form and return it to any bank official at any of our branches or email us at **sbgs@stanbic.com** or call us on **+254 20 363 8942** or **+254 20 363 8900**

Date: _____

Branch/service point visited: _____

Please capture your feedback, complaint or compliment below

Please share your contacts with us

Name: _____

Account No: _____

Phone No: _____

Email: _____

For bank officer's use:

Signature/user stamp: _____

We are honored
TO SERVE YOU

