

## Complaints handling procedure

# Your **feedback** matters to us



### Engage with your Customer Care Desk

Report your complain to our customer care desk, if unsatisfied contact our Branch supervisor(s) or manager who will handle your complaint



### Via Website

[www.cbu.co.ug](http://www.cbu.co.ug)



### Via Email

[feedback@cbu.co.ug](mailto:feedback@cbu.co.ug)



### Fill out our Feedback Acknowledgement books

Available at all our branches.



### On phone

Toll free line: 0800 211 025  
Telephone: 0417230105.



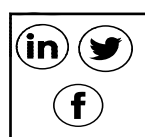
### On whatsapp

0786 650 966.



### Suggestion Boxes

Drop your letter/note in the suggestion box available at all our branches.



### On Social media

Facebook: @CairobankUg  
LinkedIn : Cairo Bank Uganda  
Twitter : @CairoBank

Our complaints resolution procedure is designed to identify the problem and resolve it in a fast and transparent manner.



**Cairo Bank**  
Uganda

**Growing with You**

[www.cbu.co.ug](http://www.cbu.co.ug)