



BANK

CUSTOMER COMPLAINT HANDLING GUIDE

We love Hearing from You!

Dear Customer,

At **KCB Bank Uganda**, we are committed to offering customers delight, receiving feedback and resolving all your queries whenever raised. Please use the guide below whenever you have a query to raise.



1. FACE TO FACE

Meet the Branch Manager or customer services supervisor and register your complaint: Expect feedback within 24hours.



2. IN WRITING

Through feedback forms on suggestion boxes or physical letters addressed to KCB Bank Uganda, P.O Box 7399 kla, Uganda: Expect feedback within 14 Days.



3. E-MAIL

Send your email to ContactCenterUg@ug.kcbbankgroup.com: Expect feedback within 14 Days.



4. TELEPHONE

Contact the KCB Customer Contact Center on 0800311411 or WhatsApp us on 0770 935 678.

CONTACT US TODAY

Toll free : 0800311411
 Call : +256 200 508 220 | WHATSAPP: +256 770 935 678
 Email : ContactCenterUG@ug.kcbbankgroup.com
www.kcbbankgroup.com

For further escalation, please contact Bank of Uganda:
 0312 392191 or fcem@bou.or.ug

KCB Bank is Regulated by the Bank of Uganda.
 Customer Deposits are protected by the Deposit
 Protection Fund of Uganda up to UGX 10 million.
 Terms and Conditions apply.

For People.

For Better.