



COMPLAINT HANDLING PROCEDURE

Dear Customer,

At Cairo bank Uganda, we value and appreciate your feedback. Below are the guidelines to assist you in recording your complaint or feedback.

HOW TO LODGE A COMPLAINT / FEEDBACK

Talk to us through any of the options below that is convenient for you.



In-Branch - Talk to our staff:

Talk to our staff at the customer service desk or the Manager to register your complaint or share your feedback



Use the Feedback Form:

Fill-out the Feedback form available in all our branches and place it in the suggestion box. Or access the feedback form on our website www.cbu.co.ug



Call our Toll-free line:

Call us on our **Toll-free line: 0800211025** for immediate assistance and support.



Send us an email to:

feedback@cbu.co.ug



WhatsApp us on:

0786650966



Use our Social Media platforms:

Facebook - [@cairobankUg](https://www.facebook.com/cairobankUg) | LinkedIn - Cairo Bank Uganda | X - [@CairoBank](https://twitter.com/CairoBank).



Write a letter addressed to:

The Executive Director, Cairo Bank Uganda,
Plot 16 Mackinnon Road -Arie Towers,
P.O. Box 7052 Kampala



Visit the Customer Experience Unit at

9th Floor, Arie Towers – Head Office, Plot 16 Mackinnon Road.

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