

COMPLAINTS LOGIN PROCEDURE

Our customer service charter outlines Atlas Mara's commitment to delivering a high standard of customer care and service for all our customers, all the time at all our touch points. We shall reinforce our commitment through our values, which form the backbone of our culture. Our values highlight the importance we place in working with our customers, listening to our customers to understand their needs, while building lasting relationships with them as we offer exceptional digital solutions and superior products and services that meet their expectation.

Customers can engage Atlas Mara Bank through various channels to log their complaints or Compliments. The channels are:

- Branch network
- Contact Centre toll free line on Airtel and MTN (202)
- Mobile Banking and Tenga apps
- Email: callcentrezm@bancabc.com

Ensure to include the following details in your feedback:

1. Names
2. Account number
3. Contact number

1. All complaints received via email shall be acknowledged via the same channel within 1 working day.
2. All complaints received via letter shall be acknowledged in writing within two (2) working days.
3. All complaints received via Call Centre shall be acknowledged by the Call Centre within 1 working day.
4. Use zm-customerfeedback@bancabc.com if not satisfied with the service or support.