

"ARE YOU UNSATISFIED WITH ANY OF OUR PRODUCTS AND SERVICES?"

FOLLOW THESE STEPS TO LODGE A COMPLAINT

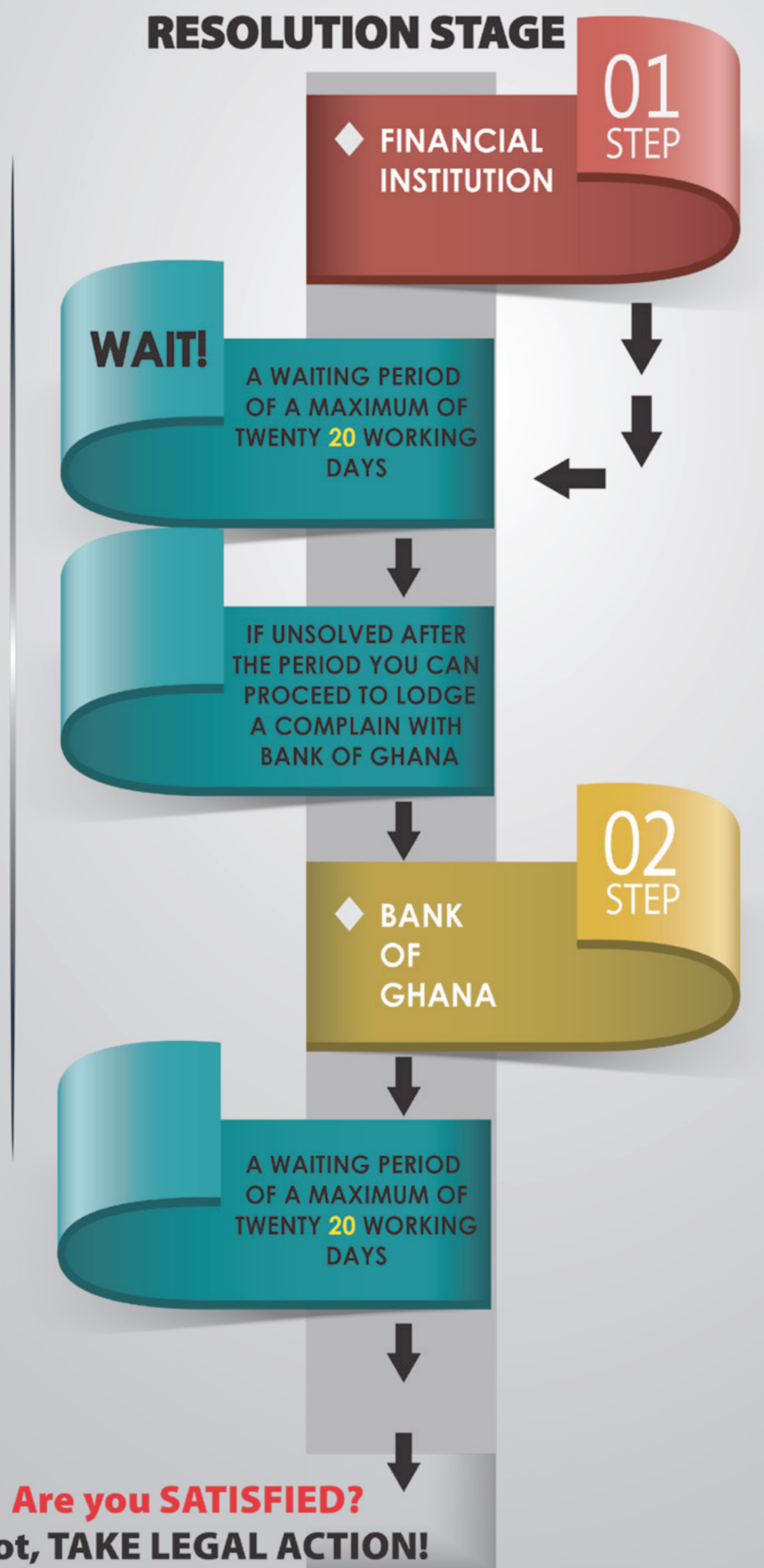
WHERE TO COMPLAIN

 **FINANCIAL INSTITUTION**

OR

 **BANK OF GHANA**

RESOLUTION STAGE



HOW TO COMPLAIN

- Through our Contact Center
 - Tel: **0800 004400**
 - Email: info_gh@accessbankplc.com
- If not satisfied with the resolution, escalate to:
 - HeadCX_gh@accessbankplc.com
 - MD_gh@accessbankplc.com
- Still not satisfied with redress, escalate to Bank of Ghana (BOG):
 - Tel: **0302 665005**
 - Email: complaints.office@bog.gov.gh
- Seek redress in court by instituting a legal action.

CAUTION!

Do not forget to collect your UNIQUE REGISTRATION NUMBER

