

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

FOLLOW THESE STEPS TO LODGE A COMPLAINT

WHERE TO COMPLAIN



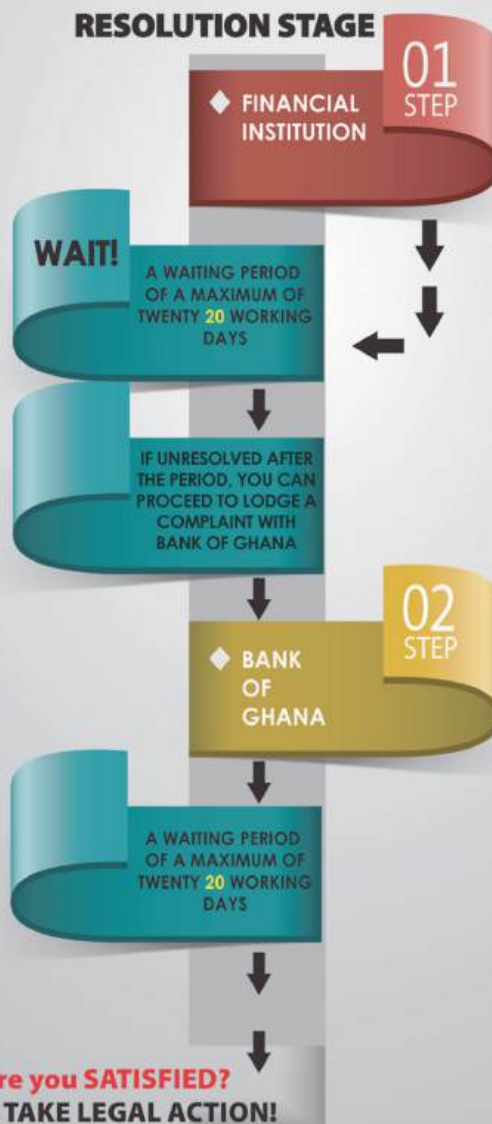
FINANCIAL
INSTITUTION

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.



Are you SATISFIED?
If not, TAKE LEGAL ACTION!