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## COMPLAINTS PROCEDURE

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We are committed to providing quality and continuously improved services to all our clients. Notwithstanding, your feedback with respect to our service offerings are welcome and your concerns would be given the appropriate attention they require.

If you are dissatisfied in any way based on the foregoing, kindly contact us on 01-2706801 or send an email to [insure@stanbicibtc.com](mailto:insure@stanbicibtc.com). Your complaints can also be reported via letters addressed to us, through any of our social media platforms. For escalation to the Regulator, you may report via <https://complaints.naicom.gov.ng>

We will acknowledge, review the issue(s) and aim to respond to your complaint within two (2) working days if received via email or social media or five (5) working days if received via a letter. Should it require a longer time, we will get in touch with you within two (2) working days to let you know when you can expect our response.

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