

Customer Complaints & Feedback



**We value you,
your business,
your feedback!**



Tell us how we can serve you better.

Whether you are making a complaint, compliment or suggestion the result is still the same - feedback is the key to improving our products and services.

Making a complaint

We recognize that even in the best run organizations things can go wrong. If you have a complaint, we'd like to hear about it and take the opportunity to fix it. We believe that both you and BSP Bank stand to gain from an open line of communication. We are committed to addressing your complaint, respond to your queries with an aim of regaining your confidence. Below is an easy 5-step complaints procedure which we kindly request you to follow.

How to lodge a complaint

- 1** Gather all supporting documents about the complaint(s) and advise what you want us to do.
- 2** Complete the Customer Complaints & Feedback form and hand it together with all the supporting documents to a BSP Bank Branch or Department near you or mail it directly to:

The Customer Care Manager
Bank South Pacific,
Private Mail Bag, Suva

For mailing, please seal the form properly and mail it to the above address. Form can be mailed directly without placing it in an envelope.
- 3** You can also contact the staff at our Customer Care Centre who will fully review the situation and assist with the resolution of the complaint.
- 4** You can also log on to our website www.bsp.com.fj and submit your enquiry using our "Contact Us" option. An officer will review and assist with the addressing of your query or complaint.

Talk to us so we can serve you,
our customers, better.

Tell us how we can serve you better.

- 5 Customers can lodge their complaints with the Reserve Bank of Fiji if they are not happy with how their complaints have been handled by BSP.

Making a suggestion

Your feedback is valuable to us. It helps us to maintain a high standard of service and provide products that satisfy your needs. If you have a suggestion about how we can improve our service, please let us know. You may use the attached form to put your suggestion in writing.

Paying a compliment

There is nothing quite so motivating as a genuine compliment. If you have received exceptional service from our staff, we'd love to hear about it. Our hardworking staff will appreciate receiving compliments and positive feedback. Feel free to also use the attached form for this purpose.

Customer Care Department

You may contact the Customer Care Centre by using the attached form or you may prefer to contact the Centre directly:

Customer Care Centre
Bank South Pacific,
Private Mail Bag, Suva.

 132 888  330 3738

 bula@bsp.com.fj

If you choose to telephone, your call will be answered by one of our team of dedicated staff committed to resolving the issue as soon as possible. Consequently, some situations are more complex than others, which, as you would expect, can often take a little longer to resolve. If this happens, then we will do our utmost best to keep you informed on the progress. However, we aim to resolve most issues within 5 working days from the day the complaint is received.

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our customers, better.

Customer Complaints & Feedback Form

Customer's details

Given Name Surname

Title Mr Mrs Miss Other

Postal Address

Contacts Telephone Mobile

Account Owner(s)

Account Number(s)

Please tick the appropriate box and provide the details below (attach supporting documents).

Complaints Compliments Suggestions

Have you brought this matter to the attention of any of our officers?

If so, where?

Customer's Signature

Date

Please deliver to a BSP Customer Service Consultant at a BSP Office near you **or** mail directly to:

**The Manager
Customer Care
Bank South Pacific
Private Mail Bag
Suva**

Postage
Prepaid

or email to bula@bsp.com.fj



 132 888

 bula@bsp.com.fj

 bsp.com.fj

 Visit your nearest BSP branch

 SWIFT Code - BOSPFJFJ
BSB Number - 069