Investec Bank (Mauritius) Complaints Process

Introduction

Investec Bank (Mauritius) Limited ("Investec") commits to comply fully with all regulations pertaining to the handling of complaints, such as the Banking Act, Bank of Mauritius Guidelines, The Code of Ethics published by the Mauritius Bankers' Association, The Ombudsperson for Financial Services Act as well as any other legislation and regulations applicable. This document is intended to advise our customers of our complaints handling process and is binding on us.

Our core commitment to you

Investec considers client feedback and complaints resolution to be a crucial focus of our client-centric approach to the way that we do business as it is an opportunity to hear client concerns, wants, expressions of satisfaction or dissatisfaction, and to address these genuinely and effectively.

We undertake that we will deal with your feedback promptly and fairly. We will not pose barriers to you making a complaint and we will not charge you any fees for attending to your complaint.

First point of contact

If you want to give a compliment, suggestion or complaint, we encourage you to contact us through any of our channels. Our Client Relations team can be contacted on +230 207 4000 from 09h00 - 17h00 (Monday to Friday, Mauritius standard time GMT +4 hours) or per email on clientrelations@investec.co.mu. You may also log a complaint directly through our Complaints Mailbox on complaints@investec.co.mu.

We will acknowledge your complaint within 2 business days and provide you with the details of the person dealing with your complaint.

You will receive our final decision within 10 business days from when you made the complaint, unless we await details from you in order to arrive at our final decision.

Ombudsperson for Financial Services

If you remain dissatisfied with our response to your complaint, or if you did not receive an adequate response to the complaint within 10 business days, you may contact the Ombudsperson for Financial Services on omb@govmu.org.