

## Your enquiries, feedback and complaints matter to us

We care about you and the quality of our services to you is of utmost importance. Your voice counts. Your feedback, suggestions, compliments and complaints are welcome and you may do so through the following:

- Call us on **428 4555**
- Send us an email at **contact@mcbseychelles.com**
- Message us via our website, [www.mcb.sc](http://www.mcb.sc)
- Fill a feedback form which is available in all our branches
- Talk to a staff member at any branch

**Escalation process:** Should you be unsatisfied with the outcome at the end of the investigation, you may put your complaint in writing to the Marketing & Communication BU, and subsequently to Head of Retail.

**Appeal process:** Should the outcome not meet your expectations, a final appeal may then be escalated to our Managing Director.