

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 **202 6060**
- Send us an email at **contact@mcb.mu**
- Message us via our website, **www.mcb.mu**
- Fill a feedback form which is available in all our branches
- Talk to a staff member at any branch or at our 'Complaint desk' at Head Office

Escalation process: Should you be unsatisfied with the outcome at the end of the investigation, you may put your complaint in writing to the Regional Manager, and subsequently to the Head of Retail.

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

Escalation to the Office of the Ombudsperson for Financial Services: Should the ultimate outcome not meet your expectations or should you not receive a reply after a period of 10 days as from the date the complaint was made, you may escalate your complaint to:

**The Office of the Ombudsperson for Financial Services,
8th floor, SICOM Tower,
Wall Street, Ebene Cybercity
Phone: 468 6475
Fax: 468 6473
Email: ombudspersonfs@myt.mu**

For more details, visit www.mcb.mu/en/contactus