

COMPLAINTS PROCEDURE

HOW TO LODGE A COMPLAINT

1. COMPLAINT

Customers have the right to complain about any dissatisfaction with service received from Minet Botswana Holdings and its subsidiaries.

2. REGISTERING A COMPLAINT

All complaints will be received in writing through the following mediums:

In Writing

Clients may write a detailed letter and submit through

Email : info@minet.co.bw
Website : www.minet.co.bw
Inbox any of the Minet social media accounts
Postal Address : P O Box 624 Gaborone

In Person

Physical address : Minet House Plot 50368, Fairgrounds

By telephone
Gaborone office +267 3617300 Or Francistown +267 2412191

3. INVESTIGATION OF YOUR COMPLAINT

- Your complaint will be acknowledged in 24 hours and you will be notified of the officer handling your complaint.
- Minet will assess your complaint with a view of resolving it within 10 days, subject to its complexity, kindly note that an investigation may take longer in cases where additional information is needed.
- Once investigations are concluded, Minet will issue a letter detailing how the complaint was resolved including the way forward.

4. ESCALATION OF COMPLAINT TO THE HEAD OF DEPARTMENT

If you are not happy with the outcome and the way your complaint was handled, you have the right to escalate the matter to the Head of Department.

Contact Details

Minet House
Plot 50368, fairgrounds
Tel +267 3617300

Email:info@minet.co.bw
MINET BOTSWANA

info@minet.co.bw
MINET BOTSWANA RETIREMENT SOLUTIONS

5. ESCALATION OF COMPLAINT TO THE CEO

If the Head of Department's response does not satisfy you, please send your complaint to the CEO.

Contact Details

Minet House
Plot 50368, fairgrounds
Tel :+267 3617300

Email: michaelson.chonyera@minet.co.bw
MINET BOTSWANA

lemogelang.ebineng@minet.co.bw
MINET BOTSWANA RETIREMENT SOLUTIONS

6. ESCALATION OF COMPLAINT TO THE REGULATOR

If the CEO's response does not satisfy you, please send your complaint to the Non – Bank Financial Institutions Regulatory Authority ("NBFIRA") at:

The Chief Executive Officer

Non-Bank Financial Institutions Regulatory Authority

Private Bag 00314,

Gaborone

Tel:310 2595 / 368 6100

Physical Address

Plot 54351, CBD

3rd Floor, Exponential Building

Attention: The Director Retirement Funds / Insurance (Depending on the line of query)

MINET, DELIVERING RISK AND HUMAN CAPITAL SOLUTIONS TODAY