

## KUTOTOROMA/KUSIIMA KWO MUGUZI

Customer waitu omurungi,

Tukwenda kusiima habwo kutukoma nka bank yawe eyokwesiga. Ha Brac Uganda Bank Ltd, obuhereza obwijwire nibwo twekulembeza obutuba nituhereza abaguzi baitu. Kinu tukusobora kukifuna obumuratugamba ebimurabiremu naitwe nimwijuza ha rupapura runu, obwokumara noruha omukugu waitu habwa ba customer rundi manejja ha itagi.

Eibara lyawe: ..... Itagi: .....

Account number yawe: ..... Ebiro: .....

Esiimu yawe: ..... Eka yawe: .....

Email: .....

Eibara lyomuhereza waitu hali kikwetagisa:

.....

Kutotoroma/Kusiima mubwijwire:

.....

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Orupapura orukuhairwe ruraba rutakumara, okusobora kukolesa orupapura rundi, oba ohandike enyuma ya runu orupapura.

Ekiteso kyona rundi ekikorwa kyona kyotutekereza ngu twina kukora habwo kutotoroma/kusiima

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Bairaba hereza ebihandiko ebikusagika okutotoroma rundi okusiima kwawe (hali kikwetagisa)

Kukoroboza: .....

### FOR OFFICIAL USE ONLY

Action taken:

Date of complaint resolution:

Reviewer:

Sign: