

CUSTOMER COMPLAINT/COMPLIMENT FORM

Kasitoma waitu omurungi,

Nitukusima muno habw'okutukoma mubaingi nka Banka yawe. Itwe aba BRAC Uganda Ltd, empereza yaitu y'omuhendo kandi y'omutindo gwahaiguru muno, nikyo kirukutuha amaani obutuba nituhereza aba kasitoma baitu. Kuhikiriza ekigendererwa kyaitu eki nitusaba otuhereze ebitekerezo byaawe (okusiima rundi okutasemererwa) notumanyisa kurugirra ha'mpereza yaitu kandi obu nojuza akafomu kanu, hanyuma okamanyisa Customer Care Advisor rundi omukuru wa Bank mw'itagi linu.

Amabara gaawe: Itaagi lya Banka:

Akaunti Namba: Ebiro bw'omwezi:

Enamba y'esimo yawe: Endagirro y'ekichweka eky'orukurugamu:

Email:

Ibara ly'omukozi wa Banka:

Ebirukumukwataho:

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Obu omwanya guraba gutarukumara, weyongere ohandike enyuma y'orupapura.

Ekitekerezo kyaawe/ ekikorwa okwenda banka ekole hanyuma y'okuha ekitekerezo kyaawe

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Nitusaba oheyo mubuhandiki entekereza yaawe nukwo osobole kugumya ekitekerezo eki rundi

okutasemererwa kwaawe

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Saininga hanu:

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Action taken:

Date of complaint resolution:

Reviewer:

Sign: