

## COMPLAINTS HANDLING PROCEDURE

**WE VALUE YOUR FEEDBACK TO HELP US SERVE YOU BETTER.**

If as a customer you have not been assisted to your satisfaction, please feel free to lodge a complaint as follows:

**CHOOSE HOW YOU WANT TO LODGE THE COMPLAINT.**

The available channels are: Postal mail, telephone, toll free line, Facebook, twitter, electronic mail or in person at any of our branches using the details below:

Old Mutual Malawi, P.O. Box 393, Blantyre

Phone 0111 820677

Toll free line (TNM AND AIRTEL): **329**

Facebook : **Old Mutual Malawi**

Twitter: **@Old Mutual Malawi**

Email: **info@oldmutual.co.mw**

Once your complaint is submitted with all the required information, you will be provided with a reference number for tracking until the issue is resolved.

Please take note that you will not be charged any fee for lodging a complaint

If you feel your complaint has not been resolved to your satisfaction, please use the following procedure:

### Step 1

Call the Senior Customer Experience Manager on 0111 820677 or 0891 002010. Alternatively send an email to **info@oldmutual.co.mw**

### Step 2

If you are still not satisfied, contact the Group Customer Experience Executive on 0111 820677 or 0891 002010 or send an email to **info@oldmutual.co.mw**

### Step 3

Should you feel aggrieved by Old Mutual's resolution, you have a right as a customer to escalate complaints to the regulator, Reserve Bank of Malawi as below:

Reserve Bank of Malawi, P.O. Box 565, Blantyre, Toll free line: **459**,

Email : **complaints-handling@rbm.mw**



## NDONDOMEKO YOTHANDIZIRA MADANDAULO

**NGATI INU MONGA KASITOMALA MUKUWONA KUTI SIMUNATHANDIZIDWE MOYENELERA, CHONDE KHALANI OMASUKA KUPEREKA MADANDAULO ANU.**

Mukhonza kupereka madandaulowa polemba kalata, kuimba lamy, kudzera tsamba lathu la mchezo la facebook kapena twitter, potilembela kudzera makina a kompyuta, kapena kubwera ku ma ofesi athu. Gwiritsani ntchito njira izi:

Old Mutual Malawi, P.O. Box 393, Blantyre

Lamy 0111 820677

Kuimba mwaulele (TNM AND AIRTEL): **329**

Tsamba la Facebook : **Old Mutual Malawi**

Twitter: **@Old Mutual Malawi**

**info@oldmutual.co.mw**

Ngati mukudandaula kudzera lamy, imbani pa manambala alembedwa pamwambawo. Ngati mubwere ku ofesi kwathu, funsani akupatseni fomu yoti mulembepo madandaulo anu ndipo perekani zonse zoyenelera. Mukatero mupatsidwa nambala yomwe muzigwiritsa ntchito kuti mulondoloze kuti nkhani yanu ili pati kufikila mutathandizidwa.

Dziwani kuti sipamafunika kulipira ndalama kuti mudandaule

Ngati mukuwona kuti pa madandaulo anu simunathandizidwe m'mene zimayenelera, tsatani ndondomeko yomwe zili m'munsimu:

### **Njira yoyamba**

Imbani phone kwa a Senior Customer Experience Manager pa 0111 820677 kapena 0891 002010. Apo ayi mukhonza kulemba kalata pa makina a kompyuta ku **info@oldmutual.co.mw**

### **Njira yachiwiri**

Ngati simunakhutitsidwebe, afikileni a Group Customer Experience Executive pa 0111 820677 kapena 0891 002010. apo ayi mukhonza kulemba kalata pa makina a kompyuta ku **info@oldmutual.co.mw**

### **Njira yachitatu**

Ngati simukukhutitsidwabe ndi thandizo la Old Mutual, muli ndi ufulu wokapereka madandaulo anu ku Reserve Bank of Malawi:

Reserve Bank of Malawi, P.O. Box 565, Blantyre Kuyimba mwaulere: **459**

Email : **complaints-handling@rbm.mw**

