



How to lodge a complaint or dispute.



01 Website

Visit www.nedbank.com.na and click on the 'Send us feedback' button.



02 Money App

Select 'More' > 'Contact us' > send an e-mail or call the Customer Contact Centre OR select 'More' > 'Leave feedback' > 'Complaints' > add comment > 'Confirm'.



03 Customer Contact Centre

Call 061 295 2222 or e-mail Serviceplus@Nedbank.com.na



04 E-mail/Letter

E-mail or hand deliver a **formal complaint** or **escalate a query** with a letter to the relevant branch/business unit's staff.



05 Managing Director

Lodge a complaint via the secretary, **Yolande Swart**, with an email to YolandeSw@Nedbank.com.na.
(Preferably after you contacted the branch/business unit's Manager.)



06 Regulator

Lodge a complaint in person or electronically with the **Bank of Namibia**.
(Only after Nedbank is unable to amicably resolve a complaint.)