



BBS Bank Query Escalation Procedure

At BBS Bank, we are keen to enhance our reputation for providing high-quality products and services. We value customer engagements as they assist us to improve our products, services, and customer service. However, in the event that customers have a query, below is the escalation procedure that they should follow:

▼ 1

Contact your **Branch Manager/Call Center Management** if you have a query
Tel: 363 1551
Email: call@bbs.co.bw

▼ 2

If you are dissatisfied with the response, contact **Customer Service Executive or Distribution Channels Manager**
Tel: +267 363 1565/363 1538
Email: rantsiripaneo@bbs.co.bw/ motsatsib@bbs.co.bw

▼ 3

If you are still unhappy contact **Head of Banking or Head of Operations**
Tel: +267 363 1504/363 1508
Email: thelma@bbs.co.bw / moloic@bbs.co.bw

▼ 4

If you remain dissatisfied after going through all the Personnel above, contact **Managing Director**
Tel: +267 363 1556
Email: tafap@bbs.co.bw

▼ 5

After exhausting all internal procedure and you still remain dissatisfied contact: **The Banking Ombudsman**
Plot 8843, 4th Floor FNB House, Khama Crescent Gaborone
Tel: +267 3935409 Fax +267 3935406
Email: bankadjud@info.bw

▼ 6

Should you seek further reparation after engaging The Banking Ombudsman, you may contact **Bank of Botswana**
Plot 17938, Khama Crescent, Gaborone, Botswana
Tel: +267 360 6000 Fax +267 390 1100