

ZEEPAY GHANA

ARE YOU NOT HAPPY WITH ANY OF OUR PRODUCTS OR SERVICES?

FOLLOW THESE STEPS TO LODGE A COMPLAINT

RESOLUTION STAGE

WHERE TO COMPLAIN

 **FINANCIAL INSTITUTION**

OR

 **BANK OF GHANA**

FINANCIAL INSTITUTION

01
STEP



WAIT!

WAITING PERIOD IS A MAXIMUM OF 20 WORKING DAYS



IF UNRESOLVED AFTER PERIOD YOU CAN PROCEED TO LODGE A COMPLAINT WITH THE BANK OF GHANA



BANK OF GHANA

02
STEP



IF UNRESOLVED AFTER PERIOD YOU CAN PROCEED TO LODGE A COMPLAINT WITH THE BANK OF GHANA

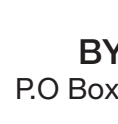


HOW TO COMPLAIN



BY TELEPHONE
030 397 4631

OR



BY LETTER
P.O Box K.I.A 9236

OR



THROUGH EMAIL
info@myzeepay.com

OR

IN PERSON
No. 51A, Senchi Street,
Airport, Accra



Are you satisfied?

If not, YOU CAN TAKE LEGAL ACTION
or CALL THE CEO ON 050 130 0111

REMINDER
Do not forget to
collect your
**UNIQUE
COMPLAINT
REGISTRATION
NUMBER
(CRN)**