

# 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



THE BANK OF GHANA WILL HAVE 20 WORKING DAYS TO CONDUCT AN INVESTIGATION INTO THE MATTER AND ISSUE A DECISION



#### HOW TO COMPLAIN



BY TELEPHONE

OR

BY LETTER



OR



THROUGH EMAIL

OR

IN PERSON



Are you satisfied?  
If not, **YOU CAN TAKE LEGAL ACTION**

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