

## Complaint Procedure Guide

At The Access Bank Malta Limited, we value customer satisfaction and we do our utmost to deliver a quality service. We pride ourselves on our efficiency when dealing with your queries. We appreciate and value feedback on your experiences concerning products and services. In fact, we would like you to reach out to us should you not be satisfied with the service provided or if you feel that you have not been treated fairly.

We commit ourselves to investigate your complaint without delay. In order to assist you through the complaint submission, please see the below complaints procedure for further information and guidance.

### What is a complaint?

A complaint may be generally recognised as *'any expression or statement of dissatisfaction, whether justified or not, about any service provided by the Bank'*.

### Who can make a complaint?

A complaint can be submitted by any person (whether a natural person or a legal entity) who is a prospective, actual or former customer of the Bank. Therefore, any person who has made use of the Bank's services or who has applied to the Bank for the provision of the Bank's services may be able to lodge a complaint.

### How to complain?

Complaints may be made by any reasonable means, such as telephonically or in writing by sending a letter or email addressed to:

The Complaints Officer  
The Access Bank Malta Limited  
Level 4, The Piazzetta Business Plaza  
Triq Għar il-Lembi  
Sliema SLM 1605  
Malta  
Email: [complaints@theaccessbankmaltaltd.mt](mailto:complaints@theaccessbankmaltaltd.mt)  
Telephone: (+356) 23167900

When lodging a complaint, kindly provide us with the following information:

|                      |  |
|----------------------|--|
| Complainant Details: | Details of Complainant Full Corporate Name / Name & Surname  |
|                      | Company Registration Number / ID Number  |
|                      | Email Address  |
|                      | Telephone Number   |
| Complaint Details:   | Date/s of Event/s  |
|                      | Contact Person/s at the Bank   |
|                      | Detailed explanation of the facts  |
|                      | Any letters, correspondence or documents sent/received in relation to this event                   |
|                      | Confirmation of what action you require to be taken by the Bank in order to resolve your complaint |

Kindly be informed that complaints can be submitted either in English or Maltese.

**What happens after you submit a complaint?**

The Bank shall endeavour to investigate and revert with a comprehensive response and decision within 15 business days of receipt of the original complaint. If, for any reason, we are unable to reach a decision within 15 business days, the Bank will send you an interim reply, clearly indicating the reasons for a delay in answering and specifying the deadline by which you are likely to receive the final reply. In any event, the deadline for receiving the final reply shall not exceed 35 business days.

Our Complaints Officer will make sure to attend to your complaint promptly and to resolve the matter in the best feasible way to meet your needs.

**Not satisfied with the outcome?**

If, despite our best efforts, you are still not satisfied with the outcome of our complaint handling and resolution, you have the right to refer the matter to the Office of the Arbiter for Financial Services or the Central Bank of Malta by post, email or telephonically.

Where the complainant is a natural person or a micro enterprise<sup>1</sup> the matter is to be referred to the Arbiter for Financial Services at:

**The Office of the Arbiter for Financial Services**

First Floor  
St Calcedonious Square  
Floriana, FRN1530  
Malta  
Email: [complaint.info@financialarbiter.org.mt](mailto:complaint.info@financialarbiter.org.mt)  
Telephone: 80072366 or +356 21249245

Information on the submission of complaints to the Office of the Arbiter for Financial Services is available from their website [www.financialarbiter.org.mt](http://www.financialarbiter.org.mt)

Where the complainant is neither a natural person nor a micro enterprise, and the claims relate to payment services<sup>2</sup>, the matter is to be referred to the Central Bank of Malta at:

Central Bank of Malta  
Castille Place  
Valletta, VLT 1060  
Malta  
Email: [regulation@centralbankmalta.org](mailto:regulation@centralbankmalta.org)  
Telephone: +356 2550 3500

For further information, kindly visit [www.centralbankmalta.org](http://www.centralbankmalta.org)

Please note that your complaint to the Office of the Arbiter for Financial Services or the Central Bank of Malta is without prejudice to any rights you may have at law against the Bank, including but not limited to any right to institute legal proceedings.

We thank you for banking with The Access Bank Malta Limited.

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<sup>1</sup> A 'micro-enterprise' as defined in the Arbiter for Financial Services Act (Chapter 555 of the Laws of Malta) is an entity with fewer than ten employees and whose annual turnover and, or annual balance sheet total does not exceed two million euro (€2,000,000).

<sup>2</sup> As regulated by the Central Bank of Malta Directive No. 1 related to 'The Provision and Use of Payment Services'.