



# Complaint Form

## BANKING

(issued under section 7(1) of the Ombudsman for Financial Services Act)

### Before we can help you with your complaint, you will need to:

- make a written complaint to the Bank before lodging your complaint with us;
- ensure that not more than 6 months have lapsed from the date of receipt of the decision of the bank.

### Please note that:

- leaving unanswered questions, providing inadequate answers, or failing to provide supporting documentations may result into delays in processing your complaint.
- by submitting your complaint, you are agreeing that your personal data is shared with the bank or any other relevant person for the purposes of assessing your complaint.
- If you are represented by another person, other than a legal representative, please provide a signed authorisation letter to your representative.
- additional information on our complaint handling processes can be accessed on our website (<https://ofsmauritius.govmu.org/ofsmauritius/>).

### Documents that we require to complete our preliminary assessment:

- This completed and signed Complaint Form;
- A copy of the complaint made to the bank (*if available*);
- The response received from the bank (*if any*);
- Authorisation Letter (*if applicable*).

## COMPULSORY PROCEDURES

1. Did you make a written complaint to the bank prior to lodging this complaint?

Yes\*

No\*

*\*If Yes, please attach a copy of the complaint made with the bank, if available.*

*\*If No, please make a written complaint to the bank before making a complaint to us.*

2. Did the bank reply?

Yes\*

No\*

*\*If Yes, please ensure that a copy of the reply is submitted with this Form.*

*\*If No, please proceed to question 3 below.*

3. Has it been 30 days since you wrote to the Bank?

Yes

No\*

*\*If No, please allow 30 days for a response from the bank before making a complaint to us.*

## SECTION A: PERSONAL DETAILS

**(Please fill in the details of the complainant)**

4. Title:

Mr.

Mrs.

Miss.

5. Surname: .....

6. First Name: .....

7. ID No./Passport No. ....

8. Residential Address: .....

9. Email Address: .....

10. Phone No.: .....

Are you making this complaint on behalf of another person or on behalf of a business or entity? If yes, please fill in this Part, as applicable. If no, please go to Section B.

***Complaint made on behalf of another person.***

**11. Have you been authorised to lodge this complaint on behalf the Complainant?**

Yes\*

No\*

***\*IF YES, PLEASE SUBMIT A COPY OF THE SIGNED LETTER OF AUTHORISATION FROM THE COMPLAINANT.***

***\*IF NO, PLEASE NOTE THAT WE WILL NOT BE ABLE TO PROCESS THIS COMPLAINT.***

**12. Please indicate your relationship with the Complainant.**

.....

**13. Please fill in the details of the representative of the Complainant:**

|                                   |                                     |                                      |                                       |
|-----------------------------------|-------------------------------------|--------------------------------------|---------------------------------------|
| <b>Title:</b>                     | <b>Mr.</b> <input type="checkbox"/> | <b>Mrs.</b> <input type="checkbox"/> | <b>Miss.</b> <input type="checkbox"/> |
| <b>Surname:</b> .....             |                                     |                                      |                                       |
| <b>First Name:</b> .....          |                                     |                                      |                                       |
| <b>ID No./Passport No.:</b> ..... |                                     |                                      |                                       |
| <b>Residential Address:</b> ..... |                                     |                                      |                                       |
| <b>Email Address:</b> .....       |                                     |                                      |                                       |
| <b>Phone No.:</b> .....           |                                     |                                      |                                       |

***\*PLEASE NOTE THAT ALL FUTURE CORRESPONDENCE IN RELATION TO THE COMPLAINT WILL BE SENT TO THE REPRESENTATIVE OF THE COMPLAINANT, WHOSE DETAILS HAVE BEEN PROVIDED ABOVE.***

**Complaint made on behalf of a business or an entity.**

14. Have you been authorised to lodge this complaint on behalf of a business or entity?

Yes\*

No\*

**\*IF YES, PLEASE SUBMIT A COPY OF THE SIGNED LETTER OF AUTHORISATION FROM A DIRECTOR or SHAREHOLDER.**

**IF NO, PLEASE NOTE THAT WE WILL NOT BE ABLE TO PROCESS THIS COMPLAINT.**

15. Please specify in which capacity you are lodging this complaint on behalf of the Complainant.

.....

16. Please fill in details of the Complainant

Name of business/entity: .....

Registered address of business/entity: .....

Business Registration Number (BRN): .....

**SECTION B: COMPLAINT AGAINST BANKS**

17. Please provide the name and branch of the bank against which the complaint is being made.

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18. Name and type of product or service the complaint is about (e.g., bank account, loan, investment, etc.)

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19. Please confirm whether your complaint relates to a subject matter which is or has been the subject of proceedings before, or has been determined by the Commissioner for the Protection of Borrowers, a Court, a tribunal or an arbitrator

Yes\*

No\*

**\*If yes, please note we will not be able to entertain your complaint.**

**\*If no, please proceed to Section C.**

## SECTION C: DETAILS OF COMPLAINT

**20. Tell us about your complaint. Please attach supporting documents which may assist this Office in investigating your complaint.**



**21. What solution/relief are you looking for?**



**SECTION E: DECLARATION**

**22.** By submitting this complaint:

- (a) I declare that the information provided, and the facts stated above are true and correct, to the best of my knowledge;
- (b) I understand that giving false evidence or evidence to mislead the investigation constitute an offence under the law; and
- (c) I understand that the complaint will be the subject of a formal decision in writing from the Ombudsperson, the terms of which will be legally binding on the parties.

**Signature:** ..... **Date:** .....