

## How to lodge a Customer Complaint or Feedback with BRED Bank (Fiji) Pte Ltd:

This may be done Verbally by speaking in Person or via Telephone with a Customer Service Representative, Relationship Manager, Supervisor or Branch Manager.

Alternatively, in writing using any of the following contact methods:

1. Completing and submitting your concerns via the prescribed "Customer Complaints & Feedback Form" that is available at all BRED Bank branches.
2. Emailing - [customer.care@bred.com.fj](mailto:customer.care@bred.com.fj)
3. Visiting our website - [www.bred.com.fj](http://www.bred.com.fj)
4. Or simply by writing a letter and mailing it to the address below or drop it off at the nearest BRED Bank branch.

## What BRED Bank will do?



We will acknowledge your 'Complaint or Feedback' in writing within three (3) working days from date of receipt of your concerns.



We will record and promptly investigate your 'Complaint or Feedback' with the business unit(s) concerned to identify and understand the key concerns.



We may refer to you for further information to assist in the investigation.



We will keep you informed during the process of the investigation.



We will make a decision and write to you no later than twenty-one (21) working days from the date we received the full information required to make a fully informed decision.

## What to do after a decision is made on your Complaint or Feedback:



You may lodge a complaint with the Reserve Bank of Fiji if you are not happy with how your complaint has been handled by BRED Bank (Fiji) Pte Ltd.

# We would like to hear from you!

## Customer Complaints & Feedback



**BRED Bank (Fiji) Pte Ltd**  
**Head Office: Level 5, Tappoo City, Suva.**  
**Private Mail Bag, Suva, Fiji.**

- 📞 132 100
- ✉ [customer.care@bred.com.fj](mailto:customer.care@bred.com.fj)
- 🌐 [www.bred.com.fj](http://www.bred.com.fj)
- 📍 Visit any of our Branches

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# Customer Complaints & Feedback Form

We would like to hear from you!

We are committed to delivering great customer experience and would like to hear from you. To provide a feedback or raise a concern, please fill in this form and drop it in at the Feedback dropbox and we will respond to your feedback as soon as possible. If you are filling the soft copy, **please send the completed PDF to [customer.care@bred.com.fj](mailto:customer.care@bred.com.fj)**. You have the option to complete this form anonymously. However, to add value and improving our effectiveness in addressing your issues, we recommend that you state your full contact details.

Title	Given Name	Surname
<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Other	<input type="text"/>	<input type="text"/>
Postal Address	Contact Telephone	
<input type="text"/>	Mobile	<input type="text"/>
<input type="text"/>	Email	<input type="text"/>

Date	<input type="text"/>	<input type="checkbox"/> Complaint	<input type="checkbox"/> Compliment	<input type="checkbox"/> Suggestion	<input type="checkbox"/> Other
<input type="text"/>					
<input type="text"/>					
<input type="text"/>					
<input type="text"/>					
<input type="text"/>					
<input type="text"/>					
<input type="text"/>					
<input type="text"/>					

Signature

<b>Bank use only</b>	Ref Number	<input type="text"/>	Date Actioned/Closed	<input type="text"/>
	Comments	<input type="text"/>		
	<input type="text"/>			