

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

This may be done Verbally, in person or by 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
3. Visiting our website - 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 will BRED Bank do?



We will acknowledge your 'Complaint or Feedback' in writing within three (3) working days from the 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 contact you for further information to assist in the investigation.

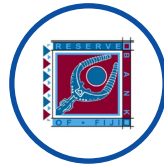


We will keep you informed during the process of the investigation.



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 dissatisfied 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
Private Mail Bag, Suva, Fiji.
Head Office: Level 16, FHL Tower,
Corner of Gordon St and Thurston St, Suva.

☎ **132 100**
✉ customer.care@bred.com.fj
🌐 www.bred.com.fj
📍 Visit any of our Branches



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www.bred.com.fj





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 drop box 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. You have the option to complete this form anonymously. However, to add value and improve our effectiveness in addressing your issues, we recommend that you state your full contact details.

Title	Given Name	Surname
☐ Mr ☐ Mrs ☐ Miss ☐ Other		
Postal Address	Contact Telephone	
	Mobile	
	Email	

Date ☐ Complaint ☐ Compliment ☐ Suggestion ☐ Other

Signature	
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**For Bank
use only**

Ref Number		Date Actioned/Closed	
Comments			