



Warwyck Private Bank Ltd (the “Bank”) is dedicated to provide a great customer service. Our clients are our priority and we aim to go beyond their expectations. We strive to be receptive, competent, trustworthy and rational in our endeavours. Hence, the Bank remains at the disposal of its clients for requests or disapprovals and these will be dealt with, quickly and effectively so as to always improve our operating process.

#### **Reach out to us**

If you believe we failed to meet your expectations, we would like to hear from you so we can take corrective measures and ensure that all our customers get the best possible service always.

We will aim to resolve the problem as soon as we can, and we will take steps to prevent the problem from occurring again.

#### **What you need to do**

You may choose to contact us in any of the following ways to share your concern/complaint.

- **In writing**

You can write to us at the address below:  
Complaints Officer  
Warwyck Private Bank Ltd  
Warwyck House, Nalletamby Rd  
Phoenix 73538, Mauritius

- **By phone**

You can call the Complaints Officer on (+230) 698 2700. Lines are open between 9.00 a.m. and 5.15 p.m. Mauritian time every day except on weekends and public holidays.

- **By Email**

You can send an email reporting your concerns / complaints to the following  
*Email: [complaint@warwyckprivatebank.com](mailto:complaint@warwyckprivatebank.com)*

#### **How we will handle your concern**

- We will acknowledge your concern/complaint by replying to you within 72 hours to notify you that we are investigating your query.
- We will keep you updated regularly, until the matter is resolved, if you have any queries, you will be able to contact the Complaints Officer.
- We have a duty to inform you of the outcome of your complaint within 3 months

*“If for some reason we have not been able to resolve the matter within 3 months as from the date your concern/complaint was lodged, or you are not satisfied with the final outcome, you can refer the matter to the First Deputy Governor of the Bank of Mauritius.”*

