

Complaint Escalation Process

Stage
01

Register your Complaint with
our Branches
(Tel: +260 211 368 770)



Stage
02

Still dissatisfied?
Contact the Branch Manager/
Relationship Manager
(Tel: +260 211 368 750/770)



Stage
03

Still dissatisfied?
Contact Customer Complaints Manager
(Cell: +260 770 712 789)



Stage
04

Still dissatisfied?
Contact Managing Director
First Capital Bank, Head office
First Capital House
Stand No. 30078
Corner of Church and Chilubi Road Lusaka



Stage
05

If after exhausting this process,
you are still dissatisfied
Contact the Bank of Zambia



Note* In accordance with the Bank of Zambia's Customer Complaints Handling and Resolution Directives, complaint resolution timelines will vary from immediate resolution to a maximum of 15 business days, depending on the complexity of the complaint.



+260 211 368 750



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