

## YOUR FEEDBACK MATTERS

We value your inquiries, feedback, and complaints. Your voice is important to us, and we strive to provide quality service. You can reach out to us through:

- Call: 6600600
- Email: [contact@meridis.com](mailto:contact@meridis.com)
- Website: [www.meridis.com](http://www.meridis.com)
- Visit our offices and speak with the Complaints Officer

### Handling your complaint

We aim to resolve issues immediately. If further analysis is needed, please submit a written grievance. We will acknowledge receipt within three (3) working days and keep you updated until resolution within thirty (30) days. You will receive a written decision within this period.

### Escalation process

If unsatisfied, write to the Head of Treasury/Head of Card Operations.

### Appeal process

### Ombudsperson escalation

If not resolved to your satisfaction or no reply after 30 days, contact:

The Office of the Ombudsperson for Financial Services, 8th Floor, SICOM Tower, Wall Street, Ebene Cybercity

- Phone: 468 6475
- Fax: 468 6473
- Email: [ombudspersonfs@myt.mu](mailto:ombudspersonfs@myt.mu)