**COMPLAINTS PROCESS**

**Complaints**

Databank is committed to treating you with respect and consideration in all dealings. From time to time however, a misunderstanding or error may occur regarding matters of privacy. In such circumstances, Databank will act diligently to resolve the problem and will contact you as soon as possible within 30 days of our receipt of your complaint.

**Resolving your complaints:**

Should you have a complaint, please contact our Client Services Team at:

**Phone**: 0302 610610   
**Email**: info@databankgroup.com  
**Mail**:   
Databank Financial Services  
Client Services  
61 Barnes Avenue, Adabraka

PMB Ministries Post Office

Accra Ghana

If speaking to one of our Client Services team members does not result in a satisfactory resolution, you may contact our Compliance Officer at 0302 610610, ext. 1113.

Databank will respond to your complaint in a timely fashion. Should you find that the proposed solution is unacceptable, you may contact the:

Securities & Exchange Commission Ghana

30 Third Circular Road   
Accra, Ghana

Phone: 0302 2768970

If you have question about how Databank handles your personal information, please contact Databank Client Services.