

Raised a Query, Request or Complaint ?

Track it with the Service Request Number
sent via SMS and Email.

'Service Request
Number (SRN)
XXXXXXXXXX
Expected closure:
<dd/mm/yyyy>'



Use the SRN in all communication
for a speedy resolution.

*Based on Retail Loan book size (excluding mortgages).
Source: Annual Reports FY 20-21 and No.1 on market

