



Interbank Burundi

PROCEDURE FOR HANDLING CLAIMS - INTERBANK BURUNDI

If you have a claim, please let us know

At IBB, our goal is to provide excellent services to our customers. However, we know that sometimes things can go wrong and that you have a reason to complain. If you have a claim, please let us know as soon as possible.

If we cannot resolve your claim immediately, we will acknowledge receipt of your claim in writing.

This acknowledgment will include the name and contact information of the person processing your claim. It may not be the same person who received your claim.

We will do our best to resolve your claim within 10 business days. If we need more time, we will do our best and resolve the problem within 20 business days. We'll keep you updated on every step of the process. Finally, we will inform you of a reasoned decision within five (5) working days following the completion of the investigation.

For us to resolve your claim as quickly as possible, please include the following information when you contact us:

1. Name and account number;
2. Any information about the claim that you can provide;
3. If you want action to be taken to resolve your claim.

How to send us your complaint?

You can send an e-mail directly to any IBB employee

You can e-mail your claim to:

reclamations@interbankbdi.bi

You can also write to us at:

INTERBANK BURUNDI S.A
Avenue de l'Industrie No. 15
B.P 2970
Bujumbura Burundi

By phone:

You can file a claim directly with any IBB employee. You can call us on 257 22269666 from Monday to Friday from 8am to 5.30pm (except on Burundian Bank holidays)

In person:

You can file a claim when you meet any IBB employee
