



Bank of Baroda (Uganda) Limited

Customer Service Charter

Our Commitment to You

At **Bank of Baroda (Uganda) Limited**, we are dedicated to providing our customers with banking services that are **secure, reliable, efficient, and customer-centric**. We take pride in our legacy of trust and excellence and aim to deliver financial solutions that meet your needs while upholding the highest standards of integrity and professionalism.

This Customer Service Charter outlines our commitments to you, your rights as a customer, and the standards you can expect in your interactions with us.

Our Promise to You

We, at Bank of Baroda (Uganda) Limited, promise to serve you with:

- **Integrity**
- **Professionalism**
- **Excellence in service delivery**

Our Service Standards

We strive to uphold the following service standards in all our dealings:

- **Prompt and Efficient Service**
We are committed to providing timely responses and efficient service across all our branches, ATMs, digital platforms, and customer service channels.
- **Courtesy and Respect**
You will be treated with dignity, fairness, and respect by all our staff.
- **Transparency and Honesty**
We ensure that information regarding our products, services, charges, and policies is communicated clearly and accurately.
- **Security and Confidentiality**
Your financial and personal information is handled with utmost care, confidentiality, and in accordance with regulatory standards.
- **Accessibility and Inclusivity**
We are committed to making our services accessible to all customers by providing user-friendly solutions on all platforms.

Customer Rights

As a valued customer of **Bank of Baroda (Uganda) Limited**, you have the right to:

- Receive clear and complete information on our products and services
- Be treated fairly and without discrimination
- Access your account information and records on request
- Expect safe and secure banking channels
- Raise complaints and receive timely resolutions
- Privacy and protection of your personal data



Feedback and Complaints Handling

Your feedback is vital to us. If you have any complaint, concern, or suggestion:

1. **Visit any of our Branches** and speak to the Branch Manager or Customer Service Officer.
2. **Call us** on: +256-414-233680 /681
3. **Email us** at: marketing.uganda@bankofbaroda.ug
4. **Visit on website:** <https://www.bankofbaroda.ug>
5. **Write to us** at:
Bank of Baroda (Uganda) Limited
Plot 18, Kampala Road
P.O. Box 7197, Kampala, Uganda

We aim to resolve the complaints within **7 working days**.

We thank you for choosing us as your trusted banking partner.