



Tselo ea ts'ebetso ea Nedbank Lesotho

Nedbank Lesotho e ikitlaelitse ho sebetsa ka mekhoa e nang le ponaletso ka linako tsohle. Mekhoa ena ke sesupo sa tumelo ea rona hore khoebo e tsamaisoa ka seriti le tlhompho ke bohle ba amehang; ho kenyelsetsoa basebetsi ba Nedbank Lesotho, litsi tsa tsebetso-'moho, komiti ea tsamaiso le baji ba lits'ebeletso. Bophethahatsing ba boitlamo bona, litlhaiso, littlebo, le lithoriso li ka tlalehoa ka mecha le methati e lotomantsoeng ka tlase.

Tataiso mabapi le littlebo

Khato ea pele



Ho letsetsa lefapha la Greenline customer care ho **+266 80022072** (ETL) kapa **+266 80055777** (VCL)

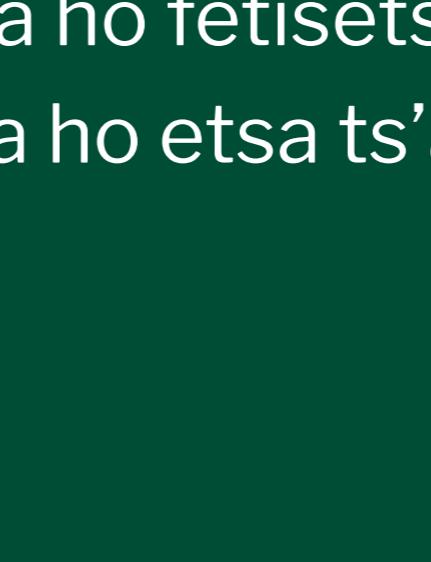
(Mantaha ho isa Labohlano 08:00 - 17:00
Moqebelo 08:00 ho isa 11:00)



Ho etela makala a rona lefapheng la lipotso kapa ho barekisi ka hara banka.



Ho romela melaetso ka marang-rang ho greenline@nedbank.co.ls



Ka marang-rang ho www.nedbank.co.ls



kapa Nedbank Money (Africa) App.



Ka ho etela maqephe a rona a marang-rang e leng Facebook, X, le LinkedIn

Khato ea bobeli

Moo e bang molli ha a khotosfala ka tharollo e fanoeng, a ka kopa ho fetisetsoa ho mookameli. Tettlebo e tla ngolisoa/hatisoa 'me ho fanoe ka bopaki ho molli bo tla sebelisoa ho etsa ts'alo morao ea tettlebo ea hae.

Khato ea boraro

Moo e bang methati eohle ea tharollo ha ea khotosfatsa molli, taba eka fetisetsoa ho lefapha la tsireletso ea litokelo tsa baji ba litsebeletso la Banka e kholo ea Lesotho ka nomoro ea bopaki ba tettlebo ho tsoa ho Nedbank Lesotho.

Nedbank Lesotho code of conduct

We are committed to the highest ethical standards in conducting our business. These ethical standards reflect our belief that business should be conducted with integrity and respect for, and by, all our stakeholders including staff, business partners, directors, and all our clients. In delivering on this corporate credo, we welcome receipt of comments, complaints, and compliments across different communications touchpoints as outlined below:

Complaints procedure guide

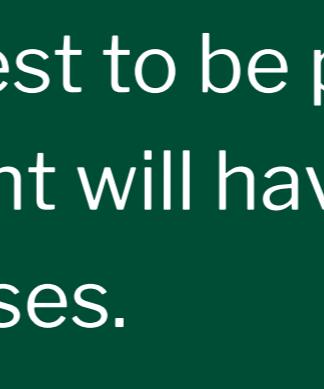
First engagement



Calls to our Toll-Free Greenline customer care lines: **+266 80022072** (ETL subscribers) and **+266 80055777** (VCL subscribers).

(Monday to Friday 08:00 - 17:00)

Saturday 08:00 to 11:00)



Physical reporting through our branch network. This can be lodged with our Enquiries desk or a consultant in the bank.

Second engagement

Where resolution is not met, the aggrieved stakeholder can request to be put in contact with a senior member of staff to escalate their complaint to management. The complaint will have been recorded and a reference code issued to client for tracking, resolution, and reporting purposes.

Third engagement

In the unlikely event that a complaint is not resolved, or not resolved to the satisfaction of the affected stakeholder, the matter can be escalated to the Financial Consumer Protection Division at the Central Bank of Lesotho with the reference code issued by Nedbank.

see money differently

Nedbank Lesotho Limited Reg No I92/191. Authorised financial institution and credit provider.

NEDBANK