

CORE TRUST & INVESTMENT LIMITED COMPLAINT HANDLING FRAMEWORK

Step 1

In respect of complaints:

- Call our Customer Service Centre on +234 8187032827, 8036087954, 9051599556
- Complete a complaints form in the Contact Us section on our website, www.coretrustng.com
- Write to us at the following address:
Customer Issues Unit
Core Trust & Investment Limited
77, Awolowo Road, Ikoyi, Lagos.
Lagos State.

Complaints should include:

- Name and Contact details
- Date of transaction
- Name of contact person with Core Trust
- Nature of the complaint
- Copies of documentation supporting the complaint.

- Complaints from clients would get an automated acknowledgement and or email within two working days of receipt of complaint

Step 2

- Complaints received will be studied and appropriate personnel informed.

- Officers of the company will come up with appropriate suggestion and or solution.

- Company's response is to be communicated to the clients that lodged the complaint.

Step 3

- Clients receive response from the Customer Issues Unit via email or phone call.

- Written response will be used if the information is sensitive and confidential in nature.

- If the company needs more time in order to adequately investigate the complaint, the clients will also be duly informed.

Step 4

- The Customer Issues Unit makes a final call to the client to ascertain the level of satisfaction with the company's response.

- The company assesses the clients complaints and responses and guides against a reoccurrence.

- The client has the prerogative of getting more information from the Regulatory Authorities if not totally satisfied