

Dear Client

Service pledge

At Nedbank Business Banking our service model is centred on our understanding that building and running a business is complex. We therefore strive to make it easier for clients to achieve success for their business, employees, household and community by providing them with a seamless offering.

My team and I are committed to delivering service that consistently exceed your expectations.

As your Business Manager, you can expect me to:

- be your key contact at Business Banking;
- be approachable and available;
- maintain professional conduct that builds your trust in me;
- provide financial solutions that add value to your business;
- have an understanding of your business needs;
- be committed to helping you achieve your business goals;
- maintain efficient and planned contact with you;
- follow up on queries and provide you with feedback;
- proactively inform you of products and services; and
- provide you with sufficient information to enable you to understand decisions taken by Nedbank.

You can also expect the Business Banking team to:

- offer support to ensure a quick turnaround time;
- deliver consistently on our promises;
- provide you with timeous and clear information;
- be courteous and friendly; and
- be knowledgeable about Nedbank offerings.

Your feedback helps us raise our service levels. If at any point you feel that we are not meeting your expectations on any of the above, my team and I would like to hear about it.

You may receive a call from a service provider conducting a client satisfaction survey that relates to the above service pledge. We would sincerely appreciate your participation in the survey as it will allow us to improve our service delivery to your business.

Thank you for the opportunity to share this information with you.

Kind regards



NEDBANK

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At Nedbank Business Banking your client service team, led by a skilled relationship banker dedicated to your business and supported by a team of specialists, has in-depth knowledge of your local environment – to help you make more informed decisions in your area.

Nedbank Business Banking – partnering for growth for a greater South Africa.
