

Customer Complaint Form

- All personal details remain CONFIDENTIAL
- Complaints will be acknowledged within 24 working hours of receipt and a resolution within 5 working days except in exceptional circumstances where further investigation is required.

Lodge all complaints in writing to Vunani Botswana using any of the following addresses:

Email: investorinfo@vunanifm.co.bw | **Physical Address:** Plot 64515, Kgwebo 2, 2nd floor, Fairgrounds, Gaborone, Botswana

Postal Address: P.O. Box 1818 Gaborone, Botswana

CLIENT DETAILS

CUSTOMER NAME

IDENTITY/PASSPORT/
REGISTRATION NUMBER

CONTACT NUMBERS

EMAIL

POSTAL ADDRESS

COMPLAINT DETAILS

DATE OF INCIDENT TIME

LOCATION

WHO/WHAT IS THE SUBJECT
OF YOUR COMPLAINT

SUMMARY OF COMPLAINT/ISSUE:

WITNESS DETAILS (IF APPLICABLE)

CUSTOMER NAME

CONTACT NUMBERS

EMAIL

COMPLAINT OUTCOME

AS A RESULT OF MAKING THIS COMPLAINT, IS THERE ANY OUTCOME YOU WOULD LIKE? YES NO

IF YES, PLEASE PROVIDE DETAILS:

CUSTOMER NAME

CUSTOMER
SIGNATURE