



Escalation Matrix Agreement

Purpose

At FNB Botswana, we are committed to resolving client complaints timely, fairly and transparently. This escalation matrix outlines the formal process to be followed when complaints remain unsolved. It ensures that all matters are addressed timeously and at the appropriate level, in line with our service standards and accountability framework.

Escalation Level	Designation	Email	Contact Number
Level 1	Head of Client Services	gmokalake@fnbbotswana.co.bw	370 6600
Level 2	Director: Marketing & Communications	peo.porogo@fnbbotswana.co.bw	370 6600
Level 3	Chief Executive Officer (CEO)	onkarabile.kono@fnbbotswana.co.bw	370 6600
Level 4	The Banking Adjudicator	enquiries@bbo.co.bw	393 5309

Guidelines for Use

- Please escalate only if your complaints has not been resolved at the operational level.
- Always provide reference numbers, names of staff engaged, and the nature of your concern.
- FNB Botswana will acknowledge escalations within 24 hours and aim to resolve promptly.