

Your enquiries, feedback and complaints matter to us

We care about you and the quality of our services to you is of utmost importance. Your voice counts. Your feedback, suggestions, compliments and complaints are welcome and you may do so through the following:

- Call us on **202 6060**
- Send us an email at **contact@mcb.mu**
- Message us via our website, **www.mcb.mu**
- Fill a feedback form which is available in all our branches
- Talk to any staff member at any branch

Please note that as from 1st March 2019, any complaint you made to us and which was not dealt with to your satisfaction or for which you obtained no reply after three (3) months, you may now escalate your complaint to:

**The Office of the Ombudsperson for Financial Services,
8th floor, SICOM Tower,
Wall Street, Ebène Cybercity
Phone: 468 6475
Fax: 468 6473
Email: ombudspersonfs@myt.mu**

For more details, visit www.mcb.mu/en/contactus