

WE CHERISH YOUR FEEDBACK TO US

Follow These Steps To Resolve Your Concerns:

01 Make a complaint to GCB Bank

Complaint Channels

Call Centre

+233 302 634 922 | +233 302 681 533 | 0800 422 422 (Toll Free)

Email

customerservice@gcb.com.gh | esupport@gcb.com.gh

Social Media



GCBBankLimited



0202 422 422

GCB Head Office, No. 2 Thorpe Road, Accra. P.O Box 134, Accra

02 Waiting Period for Resolution from GCB Bank

Allow a maximum period of **twenty (20) working days** for a resolution.

03 Escalate After Waiting Period

Complaint Channels

Proceed to make your complaint to Bank Of Ghana if there is no resolution. Text "call back" on +233 302 665 005 **OR** complaints.office@bog.gov.gh

04 Waiting Period for Resolution from Bank of Ghana

Allow a maximum period of **twenty (20) working days** for a decision from Bank of Ghana. You may seek legal advice if you are still not satisfied.