



## GRIEVANCE MANAGEMENT STATEMENT

At Access Bank, we are committed to fostering transparency and accountability in the projects we finance. We have established a comprehensive Stakeholder Grievance Management Policy (GMP), designed to provide external parties with a clear and accessible avenue to voice their concerns about our financed project.

Our GMP upholds the right of stakeholders to be heard, offering a platform for individuals or groups who believe they have been affected by the projects financed by our Bank. Through this policy, we aim to resolve disputes efficiently while drawing valuable insights to improve the design and implementation of both current and future projects.

We have put in place a structured and transparent process to address grievances from our external stakeholders. This ensures that relevant complaints related to our financed projects are managed with fairness and efficiency.

If your concern pertains to a project funded by Access Bank, we encourage you first to engage directly with the project sponsor or company involved. Should the response at the project level be unsatisfactory, you may escalate your complaint directly to the Bank through any of the following channels:

- Online Portal: [www.accessbankplc.com](http://www.accessbankplc.com)
- Email: [GrievanceManagement@accessbankplc.com](mailto:GrievanceManagement@accessbankplc.com)
- Access Bank Branches
- Whistleblower Hotline: 0800 847 6337

When submitting your complaint, please provide all necessary details to help us address your concerns promptly and effectively. Our goal is to work collaboratively with stakeholders toward meaningful and timely resolutions.

Name of Aggrieved Person (Optional/Anonymous)
Email Address
Phone Number
Brief Description of Project/Location
Complaint Details
Date

\*\*\*Please note that we shall reach out to you for more information if you chose to give brief details here

Complaints will be acknowledged within 2–5 business days and resolution communicated within 20 Business days.