



PRESS RELEASE

FOR IMMEDIATE RELEASE

HAPPY CUSTOMER SERVICE WEEK


As regulator of the banking sector, the Bank of Ghana requires regulated institutions to maintain the highest standards of customer care and satisfaction and to ensure fair pricing and adequate information disclosures about products and services, always adhering to relevant rules, professionalism and ethical standards.

The Bank of Ghana recognises the important role played by customers in the functioning of our banking sector. Indeed, customers are at the heart of banking services, and their confidence and trust in the banking system is paramount to the safety, soundness, and stability of the system and to our economy.

On the occasion of the 2024 global celebration of Customer Service Week, we appeal to customers of our regulated financial institutions to familiarise themselves with the provisions of the Bank of Ghana's Complaints Resolution Mechanism, which affords customers specific channels for lodging complaints about the conduct of their financial institutions. **END**

For more information, visit www.bog.gov.gh or contact us at:

Tel: 0302665005

 0596912354, 0501502270

Email: complaints.office@bog.gov.gh

Location: Financial Stability Department

Bank of Ghana

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Accra

11 October 2024