

# Resolving your complaint or concern is as easy as 1-2-3

At Scotiabank we take ownership of your concerns. If you have a complaint or concern, please tell us about it.

## **Your First Step:**

Talk to a Representative at the Branch or the Contact Centre

## **Your Second Step:**

Speak directly to the Branch Manager or his/her designate if your complaint has not been resolved to your satisfaction.

## **Your Third Step:**

Escalate to the Customer Experience Department or the Office of the President-Jamaica if your complaint remains unresolved.

## **Write to us:**

Manager Customer Experience  
Customer Experience Department  
12th Floor  
Scotiabank Centre Building  
Corner Duke & Port Royal Streets  
P.O. Box 709  
Kingston, Jamaica, W.I.

The Office of the President  
Scotiabank Centre Building  
Corner Duke & Port Royal Streets  
P.O. Box 709  
Kingston, Jamaica, W.I.

## **Email us**

[scotiaservice-jam@scotiabank.com](mailto:scotiaservice-jam@scotiabank.com)

