

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

