

# CLIENT BILL OF RIGHTS

## VISION

A profitable, sustainable and transformational Bank.

## MISSION STATEMENT

To provide customized financial solutions to the economically active people in Malawi and identified Stakeholders through optimized processes, Technology and productive staff

## Client Bill of rights

OBM values its customers, and in keeping with this vision to serve, we are dedicated to ensuring that customers receive the highest level of service at all times.

### As a Customer OBM you have the Right to:

1. Be treated with Respect
2. Receive accurate and timely information on your accounts whenever you wish
3. Be informed on all fees and charges and always receive a receipt for any cash given or payment
4. Have your questions answered by staff.
5. Request a meeting with the manager if you are dissatisfied.
6. Only pay official fees and charges
7. Receive timely loan renewal if you pay on time.
8. Not be denied a loan for failure to pay any staff member non-official charges.
9. Ring or visit the Head Office if you are not satisfied.

Head Office, Private Bag A71, Lilongwe, Malawi, Tel: +265 1 758 888 Fax: +265 1 758 400  
Email: [headoffice@oibm.mw](mailto:headoffice@oibm.mw) website: [www.oibm.mw](http://www.oibm.mw)