

Dear Esteemed Customers,

At Equity Bank, we value and appreciate your feedback. Below find the guidelines to assist you in recording your complaint or feedback.

Communication Channel

Resolution Time



In-Branch Service:

Meet the Branch Manager or Customer Service Champion to register your complaint or use the feedback forms provided and place them in the suggestion box.

24 hours



Call us:

Call our 24-Hour Service Hotlines for immediate assistance on 0312 327 000
For any agent support, call our dedicated agent/merchant helpline on 0313114030

24 hours



Email us:

customer.service@equitybank.co.ug or
info@equitybank.co.ug

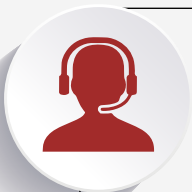
24 hours



Write to us:

Head Office: Plot 34, Church House,
Kampala Road, P.O. Box 10184, Kampala

14 days



At Agent location:

Meet the Agent or Agent user to register
your complaint in the dispute register.

48 hours

We thank you for the opportunity to serve you.

Equity Bank Uganda Limited: Plot 34 Church House, Kampala Road | P.O. Box 10184 Kampala | +256 312 327 00
info@equitybank.co.ug | <http://equitygroup Holdings.com/ug> | [f](#) UgEquityBank | [X](#) @UgEquityBank

[Live Chat link: https://equity-ug.custhelp.com](https://equity-ug.custhelp.com)

Equity Bank Uganda Limited is regulated by the Bank of Uganda, Company Number: 52619.
Customer deposits are protected by the Deposit Protection Fund of Uganda up to UGX10 Million. Terms and Conditions apply.

