



Stanbic Bank

IMPORTANT NOTICE FOR CUSTOMERS USING STANBIC BANK AGENTS

Dear Valued Customer,

To keep your money safe, please follow these simple steps when transacting with any Stanbic Bank agent:

1. Stay present throughout the transaction. Never leave your card, cash, or mobile phone with an agent.
2. Confirm all transaction details, including the amount and account number, before authorising the transaction.
3. Ensure the transaction is completed in your presence before leaving the agent location.
4. Always request and keep your receipt or proof of transaction.
5. Check the receipt carefully to ensure all details and amounts are correct.

If an agent is unable to provide a receipt or proof of transaction, contact our Customer Care team immediately on **0800 351 351 before leaving the premises.**

Thank you for banking with us and helping us keep your transactions safe and secure.