

Complaints escalation process



At Alexander Forbes Botswana, we are committed to providing you with the highest level of care, as we continue to assist you in securing your financial well-being.

If you are not satisfied with your service experience, please follow this escalation process.

Escalation levels

Your assigned Administrator/Consultant	complaints.botswana@alexforbes.com
Line manager	complaints.botswana@alexforbes.com
Support services manager	Tel: 3651921 Email: dabbym@alexforbes.com
Head of department Administration - Mervyn Lynn Client Servicing - Nina Sephuma	Tel: 3983940 Email: lynnm@alexforbes.com Tel: 3651904 Email: kowan@alexforbes.com
CEO Poloko Masitara	Tel: 3651908 Email: mphetolangt@alexforbes.com
NBFIRA	Tel: 3102595 / 3686100

Please contact us on the following platforms for more information:

Telephone: 365 1900 or 365 1901 or 3651948
Email: complaints.botswana@alexforbes.com
Website: www.alexforbes.com
Facebook: Alexforbes Botswana

