

BANK OF UGANDA

OFFICE OF
THE EXECUTIVE DIRECTOR
SUPERVISION



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EDS. 306.2

March 20, 2018

Circular to all Chief Executives of Commercial Banks, Credit Institutions, Microfinance Deposit-taking Institutions, and Credit Reference Bureaus

Financial Consumer Empowerment Mechanism

The Bank of Uganda (BOU) held meetings with Chief Executive Officers and Operational / Technical Staff in charge of Customer Care / Service Quality (Information Inquiries and Complaints Handling) between Wednesday January 24, 2018 and Friday February 09, 2018. The focus of these meetings was the proposed modifications to the information inquiry and complaints handling process.

It was agreed that all Supervised Financial Institutions (SFIs) appoint an anchor person / champion as the liaison person with BOU for all matters regarding information inquiries and complaints handling. The meetings also resolved that all SFIs submit their Complaints Handling Reports for Calendar Years 2016 and 2017 to the Director Communications Department at the Bank of Uganda.

This Circular is to request your nominations for Anchor person(s) and or champion(s) to BOU no later than close of business on Thursday March 23rd 2018. The names of these nominees must be sent to Director Communications Mrs. Charity Mugumya cmugumya@bou.or.ug and copy in Dr. George Wilson Ssonko gssonko@bou.or.ug as well as Mr. Jonah Waiswa jwaiswa@bou.or.ug

A handwritten signature in blue ink, appearing to be 'Tumubweinee Twinemanzi', written over a circular stamp.

Tumubweinee Twinemanzi (Dr)
Executive Director Supervision