

BoB CUSTOMER SERVICE CHARTER

Customer Service mission

To provide customer centric services and ensure customer delight, and to maintain a culture of continuously enhancing the customer experience.

BoB Customer Service Standards

- a. Bank of Bhutan Limited shall treat all the customers' personal information as private and confidential subject to matters mentioned in chapter 14 of Financial Service Act 2011 of Kingdom of Bhutan.
- b. Bank of Bhutan Limited shall adopt and practice a Non – Discriminatory Policy.
- c. Bank of Bhutan Limited shall act fairly and reasonably in all our dealings with the customers.
- d. Bank of Bhutan Limited shall help the customers to understand how the Bank's financial products and services work.
- e. Bank of Bhutan Limited shall help the customers to use their accounts and the Bank's services.
- f. Bank of Bhutan Limited shall deal promptly and sympathetically when a complaint is lodged.

Contact details

Customers can get information on the Bank's products and services, interest rates, common fees and charges, and lodge a complaint through one of the following:

1. BoB Contact Center: Toll free no. 1095 for within country customers and 00975-02- 349903 for customers who are abroad.
2. BoB web link: <http://www.bob.bt/contact-us-2/>
3. Contact us link: Mobile and Agency banking application.
4. Email ID: customer.care@bob.bt
5. Any branch.

Products and Services

For further details on our products and services, please visit the relevant sections on the website or visit any of our branches.