



CENTRAL BANK OF NIGERIA

PUBLIC NOTICE

CENTRAL BANK OF NIGERIA HELP DESK FOR COMPLAINTS ON ATM TRANSACTIONS

The Central Bank of Nigeria (CBN) has noted with serious concern the growing complaints by the customers and the general public on ATM transactions and the inability of banks to resolve them within a reasonable time frame. In order to sustain public confidence in the Nigerian Payment System, the CBN has directed that henceforth all complaints on card transactions should be treated and responded to within 72 hours of receipt of the complaints by banks.

Furthermore, CBN has directed all banks to set up help desks for handling ATM and other card-related complaints. The banks are to publish names, telephone numbers and e-mail addresses of the help desk staff to be contacted when the need arises.

The CBN has equally set up a help desk for receiving public complaints on electronic card transactions with a view to fast-tracking resolutions by the affected banks. The CBN contact persons, telephone numbers and email addresses are given below:

<u>Name</u>	<u>Telephone Number</u>	<u>E-mail</u>
A. R. Alebiosu	08070516649	aralebiosu@cenbank.org
H. Abdullahi	08057008200	habdullahi@cenbank.org
M. A. Adahman	08057101365	amadahman@cenbank.org
Z. Mohammed	08057008273	zmohammed@cenbank.org

The customers are therefore encouraged to make use of these channels in resolving complaints on electronic card transactions.

The CBN will continue to monitor developments and ensure continuous improvement of the electronic channels in line with the programme of the Payments System Vision 2020.

Signed:

M. M Abdullahi

Head, Corporate Affairs

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