



## BOTSWANA STOCK EXCHANGE (BSE) AND CENTRAL SECURITIES DEPOSITORY BOTSWANA (CSDB) CUSTOMER FEEDBACK PROCEDURE

At the Botswana Stock Exchange, and Central Securities Depository Botswana we welcome feedback from our valued customers who believe that proper service, rules and regulations were followed, or not followed. Feedback of a regulatory nature will be escalated to the relevant authority. Feedback about our various programs and members can be submitted as below;

**STEP 1:** Lodge Complaint with the Officer providing assistance

**STEP 2:** Escalate to the relevant Head of Department on +267 3674000 or email [feedback@bse.co.bw](mailto:feedback@bse.co.bw)

**STEP 3:** Escalate to the Chief Executive Officer on +267 3674402

**STEP 4:** Escalate to the Chairperson of the Board of Directors