



Ombudsman Guide

Meeting and exceeding our customers' expectations is the most important part of our business. However, on some occasions, something can go wrong, resulting in dissatisfaction.

If this happens, we will be on hand to resolve any problems or difficulties.

Our goal is always to resolve these matters as quickly as possible and ensure your satisfaction.

The Ombudsman's Office aims to serve our customers with complete impartiality and transparency, acting as their representative within the Organization.

However, in order to assist you, you must have used the usual customer service channels and not been satisfied with the solution presented.

After contacting our usual channels and not being satisfied with the solution presented, simply contact the Ombudsman through the contact below:

- By phone: 0800 725 7595 - Monday to Friday (except holidays) from 9am to 1pm and from 2pm to 6pm.
- By email: ouvidoria@abcbrasil.com.br

When contacting the Ombudsman, the customer will receive personalized service, in which the complaint will be recorded in detail. The protocol number will be forwarded, and the case will be submitted to the responsible sector for analysis and treatment.

The Ombudsman will ensure that the complaint is dealt with in accordance with our complaints handling process as outlined below.

Step 1

After receiving your complaint, we will send the protocol number by email, confirming the registration and informing you of the maximum period of 10 (ten) business days to send the formal opinion.

Banco ABC Brasil S.A

Av.Cidade Jardim,803 2ºandar CEP:01453-000 Itaim Bibi,São Paulo-SP +55(11)31702500 abcbrasil.com.br (Subsidiária do Arab Banking Corporation)

Central de Atendimento ABC Brasil, (011) 3170-2446, seg. a sex. das 8h às 19h exceto feriado, e-mail: suporte.externo@abcbrasil.com.br

SAC ABC Brasil, 08007247411, seg. a sex. das 8h às 19h exceto feriado, ou envie um e-mail para sac.abcbrasil@abcbrasil.com.br

Ouvidora ABC Brasil, 08007257595, seg. a sex. das 9h às 13h ou das 14h às 18h exceto feriado, e-mail ouvidoria@abcbrasil.com.br



Furthermore, the response deadline may be extended, exceptionally and with justification, once only, for the same period, and we will inform you of the reasons for the extension, in accordance with National Monetary Council Resolution No. 4860 of 10/23/2020, article 6, §2 (Brazil, Conselho Monetário Nacional).

Step 2

We will forward the complaint to the responsible department for analysis and action.

Step 3

Once the analysis is complete, we will send our response.

Step 4

After sending the response, we will forward the Satisfaction Survey to obtain your evaluation regarding the service provided by the Ombudsman.

Additional Information

- The ABC Ombudsman's Office is located at the headquarters of Banco ABC Brasil SA at Cidade Jardim Ave., 803 - 2nd floor, Itaim Bibi – Zip Code: 01453-000.
- **Usual Service Channels:**

SAC

Telephone: 0800 724 7411 from Monday to Friday, from 8am to 7pm, except holidays.

sac.abcbrasil@abcbrasil.com.br

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Customer service for people with hearing impairments

WhatsApp: 11 3377 5555, option 2 from Monday to Friday, from 8am to 7pm, except holidays

sac.abcbrasil@abcbrasil.com.br

ABC Personal

Telephone: 3003 4222 / 0800 246 4222 from Monday to Friday, from 8am to 7pm, except holidays

abc.personal@abcbrasil.com.br

Payroll Loan

Telephone: 0800 246 4222 from Monday to Friday, from 8am to 7pm, except holidays

WhatsApp: 011 3377 5555, option 1, from Monday to Friday, from 8am to 7pm, except holidays

contato.contrateja@abcbrasil.com.br

Complaint

denuncia@abcbrasil.com.br

External Support

Telephone: 011 3170 2446 from Monday to Friday, from 8am to 7pm, except holidays

support.externo@abcbrasil.com.br

Insurance Brokerage

Telephone: 011 3170 2055 from Monday to Friday, from 8am to 7pm, except holidays

brokera.seguros@abcbrasil.com.br

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For more information, you can visit our website at www.abcbrasil.com.br .

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