

BANK OF BARODA (BOTSWANA) LIMITED CUSTOMER REQUEST FORM

At Bank of Baroda (Botswana) Limited, we are committed to protecting your personal data and respecting your rights under the Data Protection Act. This form is for submitting a Customer Request Form and our team will review your request and get back to you promptly.

INSTRUCTIONS

- a. Complete the sections that apply to your request.
- b. If you request access to your data or wish to exercise another right, please be as specific as possible.
- c. To ensure the security of your data, we request verification of your identity before processing your request.
- d. Once we receive your completed form and verification, we will acknowledge receipt of your request within 24 hours.
- e. Your request will be processed within one (1) month of receipt of your request unless extensions apply. We will inform you of any such extensions within one (1) month of receipt of your request together with the reasons for the delay.
- f. If we cannot fulfil your request, we will provide an explanation/ reason.

1. CUSTOMER INFORMATION**Full Name:** _____

[First name, last name]

Postal Address: _____

[Your postal address]

Email Address: _____

[Your email address]

Phone Number: _____

[Your phone number]

Date of Birth: _____

[Your date of birth]

Are you the data subject?

Yes

No (if no, please complete paragraph 2 below)

2. AUTHORISED REPRESENTATIVE (IF APPLICABLE)

If you are submitting this request on behalf of someone else, provide your details below and attach evidence of authority (e.g., signed authorisation, power of attorney or written consent from the data subject).

Full Name: _____

[First name, last name]

Relationship to the Data Subject:

Parent/Guardian

Legal Representative

Authorized Third Party

Postal Address: _____

[Your postal address]

Email Address: _____

[Your email address]

Phone Number: _____

[Your phone number]

3. REQUEST TYPE

Please select one:

Account Information

Loan Services

Card Services

Complaint

Other

4. DETAILS OF THE REQUEST

Please provide details about your request:

5. IDENTITY VERIFICATION

To protect your personal data and ensure we respond to the correct person, we require you to verify your identity. Please select and attach a copy of one of the following documents as proof of identity:

- Passport
- National ID card
- Driver's License
- Utility Bill (to confirm your address, if applicable)

6. METHOD OF RECEIVING THE INFORMATION

How would you like to receive the information?

- By Email** (Please provide email address above)
- By Post** (Please provide postal address above)

DECLARATION

By signing below, I confirm that I am the customer or have authority to act on the customer's behalf and the information provided in this form is accurate and complete

to the best of my knowledge.

Signature of Customer/ Authorised Representative: _____

[Sign Here]

Date of request: _____

[Date]

7. **WHERE TO SEND YOUR REQUEST**

Once you have completed this form and attached the required supporting documents, please submit it via:

Postal Address:

P O Box 21559, Bontleng, Gaborone. Botswana

CONTACT INFORMATION

For questions or complaints, please contact our Data Protection Officer:

Data Protection Officer

Bank of Baroda (Botswana) Limited
Plot 14456, Kamoshungo Road, Old Nokia Circle
Gaborone West Industrial, Gaborone
Email ID: dpo.botswana@bankofbaroda.com
Contact Number: +267 3992706.

Alternatively, you may contact the following:

- a. your base branch where you keep your account (for customers);
- b. your resourcing consultant or HR Officer at Head Office (for job applicants);
- c. human resources (for employees);
- d. your manager at Head Office (for suppliers); or
- e. Baroda's Company Secretariat office (for directors).