

How to register a complaint with TransUnion



01

Contact us:

Email: happy.kabaso@transunion.com or customercarezm@transunion.com
Phone: **+260 95 598 5307** | **+260 95 598 5107**

Information we will need:

- Your name and contact details
- The reason for your complaint
- When the issue giving rise to your complaint took place
- Whether you've reported this issue before and to whom/where
- How you'd like us to resolve the issue

02

We'll respond within two working days. You'll receive a reference number and expected date for the resolution of the issue.

03

We'll investigate and let you know the outcome. We'll explain what happened and the outcome of our investigation.

If you're not satisfied, you can:

Ask us to reconsider.

We'll try to resolve the issue another way – for example, through mediation.

Make an appeal to one of these organisations:

Bank of Zambia:

info@boz.zm | **+260 211 399 300** | **071 270 090** | **096 388 4820**

Competition and Consumer Protection Commission (CCPC):

zcomp@ccpc.org.zm | **+260 211 232 657** | **+260 211 222 787** | **Toll-free 5678**

Judiciary of Zambia (court):

info@judiciaryzambia.com | **+260 211 251 884** | **+260 211 255104**