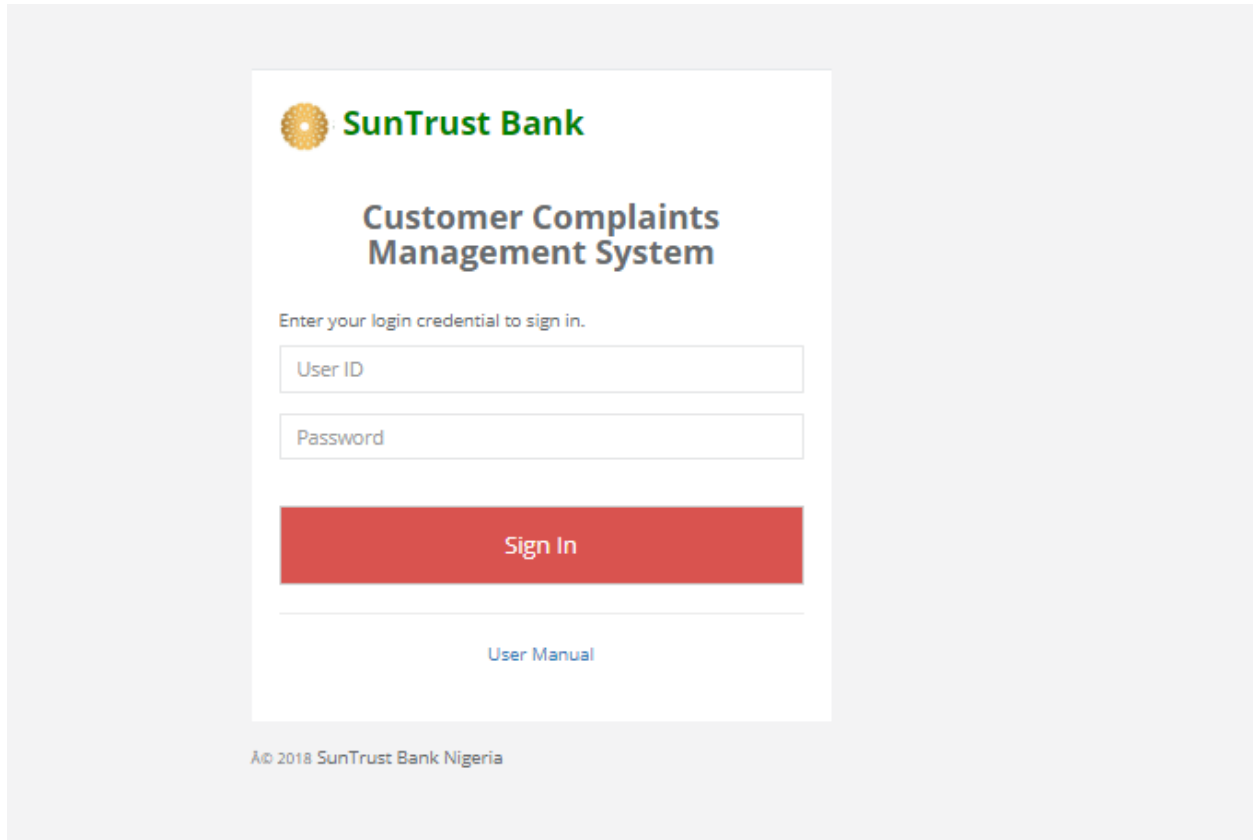


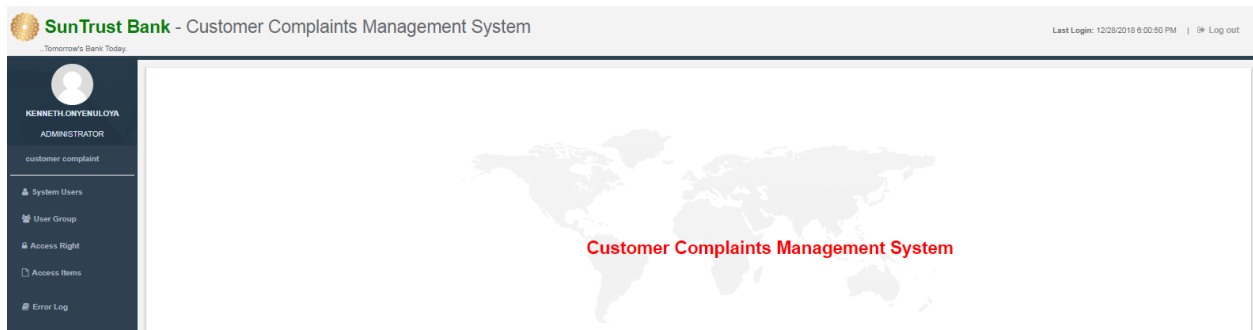
Customer Complaints Management System

1. Log in with your iPortal credentials




The image shows the login page for the SunTrust Bank Customer Complaints Management System. At the top left is the SunTrust Bank logo. The title "Customer Complaints Management System" is centered. Below the title, it says "Enter your login credential to sign in." There are two input fields: "User ID" and "Password". Below these fields is a large red "Sign In" button. At the bottom of the form area is a link for "User Manual". At the very bottom of the page, it says "© 2018 SunTrust Bank Nigeria".

2. Click on Customer Complaint menu




3. To log a new complaint, click on New Record

 **SunTrust Bank** - Customer Complaints Management System

Tomorrow's Bank Today

Last Login: 12/29/2018 6:00:50 PM | Log out



KENNETH ONYENULOYA
ADMINISTRATOR

customer complaint

System Users

User Group

Access Right

Access Items

Error Log

Customer Complaints


5 ▾ | Export | search information | Search | 10 | New Record +

#	Account Number	Ref Number	Last Name	First Name	Middle Name	
7	0001004562	SUN271218056921	ONYENULOYA	KENNETH UCHECHUKWU	NA	Action ▾
8	0001004562	SUN271218056959	ONYENULOYA	KENNETH UCHECHUKWU	NA	Action ▾
9	0001004562	SUN271218051114	ONYENULOYA	KENNETH UCHECHUKWU	NA	Action ▾
10	0001004562	SUN271218052051	ONYENULOYA	KENNETH UCHECHUKWU	NA	Action ▾
11	0001004562	SUN271218053242	ONYENULOYA	KENNETH UCHECHUKWU	NA	Action ▾

1 | 2


- To capture a new customer's complaint, input the customer's account number and click on the Search button, upon which the details of the customer will be populated in the respective fields. Fill in the required fields.

A **Tracking Reference Number** is generated by the system. Ensure customer is communicated this number.

 **SunTrust Bank** - Customer Complaints Management System

Tomorrow's Bank Today

Last Login: 12/29/2018 6:00:50 PM | Log out



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Form Details

Account Number | Search

Tracking Reference Number	Address1	Complaint Category
Account Number	Address2	Complaint Sub-Category
Account Name	City	Date complaint was received
Account Branch Name	State	Subject Of Complaint
First Name	Country	Complaint Description
Middle Name	Phone Number	Amount In Dispute
Last Name	Office Number	Amount Refunded to Petitioner
Account Type	Postal Code	Amount Recovered by Bank

5. To modify or update a complaint, click on the Action button and select Edit

Customer Complaints

5

Export

search information

Search

10

New Record

#	Account Number	Ref Number	Last Name	First Name	Middle Name	
<input type="checkbox"/> 7	0001094582	SUN271218055821	ONYENULOYA	KENNETH UCHECHUKWU	NA	Action
<input type="checkbox"/> 8	0001094582	SUN271218090859	ONYENULOYA	KENNETH UCHECHUKWU	NA	View
<input type="checkbox"/> 9	0001094582	SUN271218081114	ONYENULOYA	KENNETH UCHECHUKWU	NA	Edit
<input type="checkbox"/> 10	0001094582	SUN271218082051	ONYENULOYA	KENNETH UCHECHUKWU	NA	Action
<input type="checkbox"/> 11	0001094582	SUN271218083242	ONYENULOYA	KENNETH UCHECHUKWU	NA	Action

1

2