

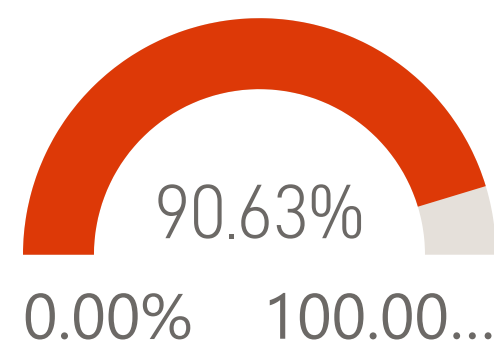


2604

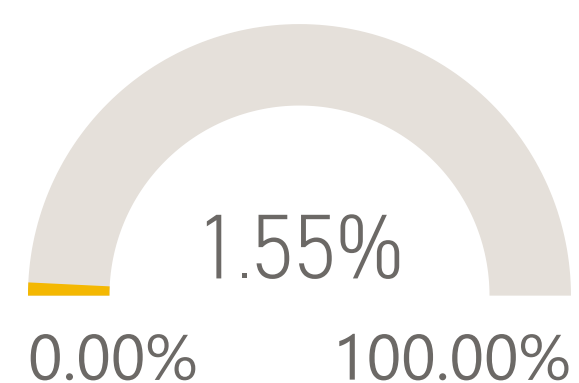
1 1 1

316

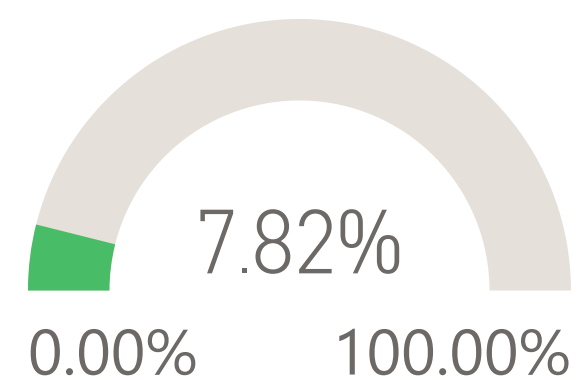
Negative



Neutral



Positive



Main Issues

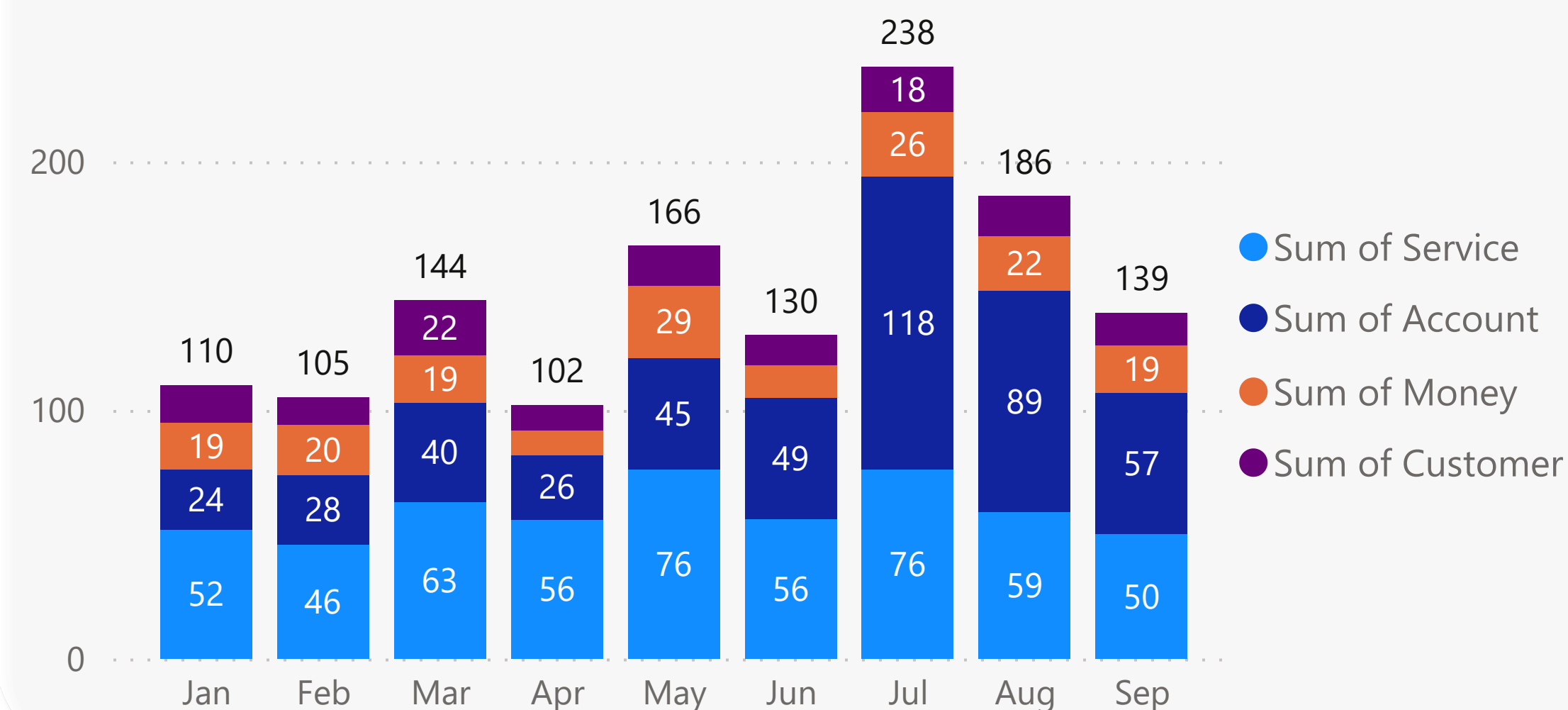
Service -	534
Account -	476
Money -	177
Customer -	133

Date Range:
01/01/2023 - 29/09/2023

99% Response Rate

Responded to - 3002
Not Responded to - 29

Volume of Main Issues





05:00:43

Average Response Time

2604

Number of Reviews Assigned

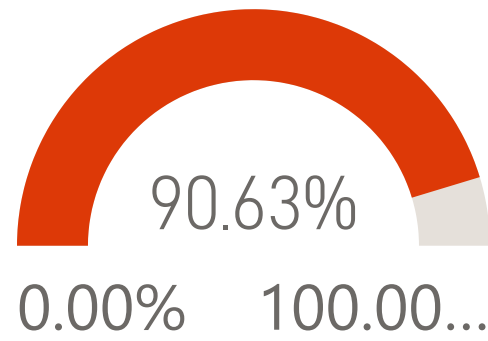
111

Business Replied Privately

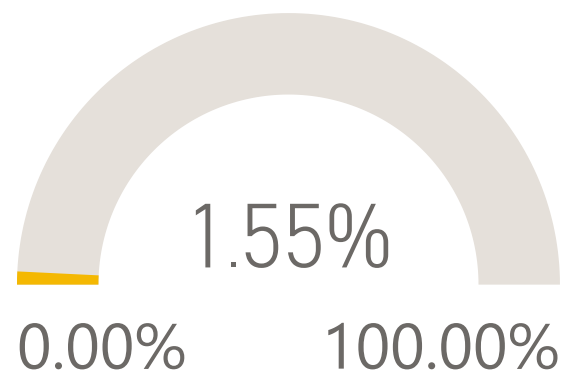
316

Other Types of Responses

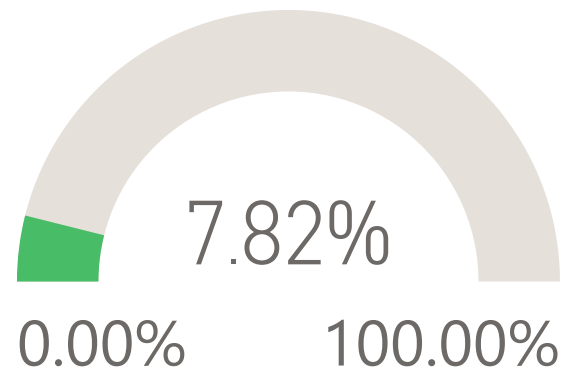
Negative



Neutral



Positive



Negative

!!! BAD SERVICE !!!

#capitecisa*****

*** bank

*** bank (Capi****) refusing to give my m...

**** ""INVESTIGATION"" BEEN IN PROGR...

**** bank

**** bank capitec

**** capitec bank guys if you donâ€™t clo...

**** Reversal

**** service

Neutral

*****ulent activity

ACCESS FACILITY

Account closed but still accepting funds

Bad Customer service

Blocked account

Business account locked despite comple...

calls not answered

Can't use the Capitec app or Mobile banki...

Capitec

Capitec Account being blocked

Positive

****med

5 star for service

A Capitec ROCKSTAR!

ACCESS FACILITY

Access facility and credit profile update

Account being blocked

Account closed

Account stopped

Affordable, convenie...

Amazing Customer Service



05:00:43

Average Response Time

2604

Number of Reviews Assigned

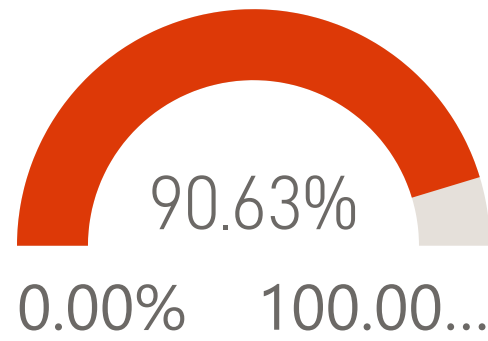
111

Business Replied Privately

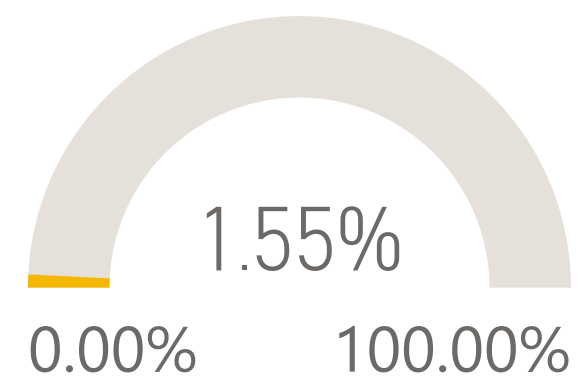
316

Other Types of Responses

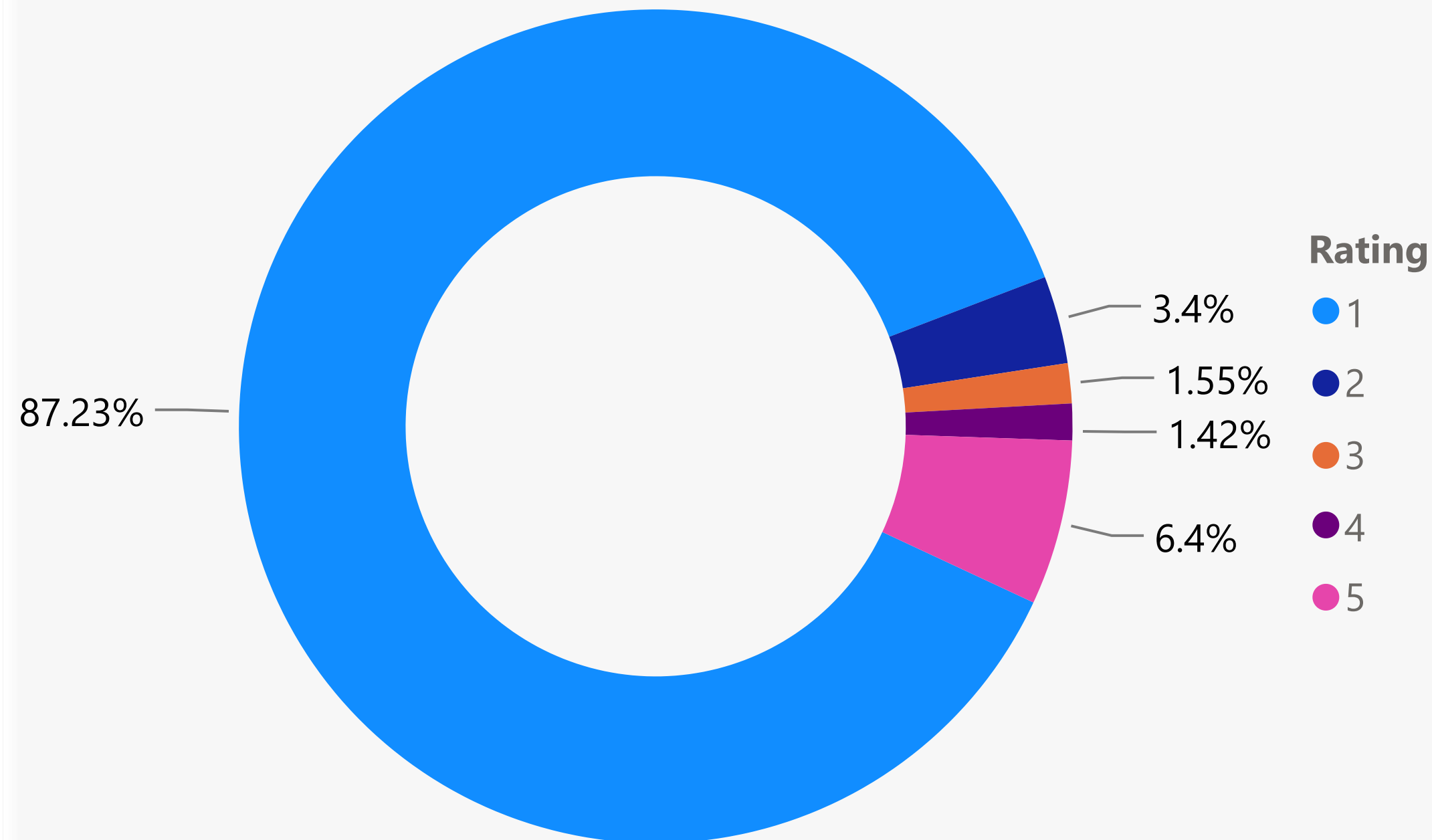
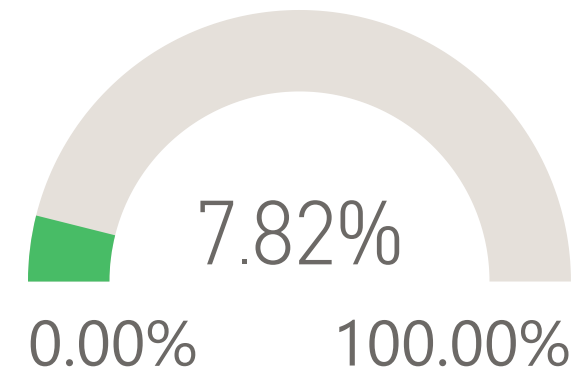
Negative



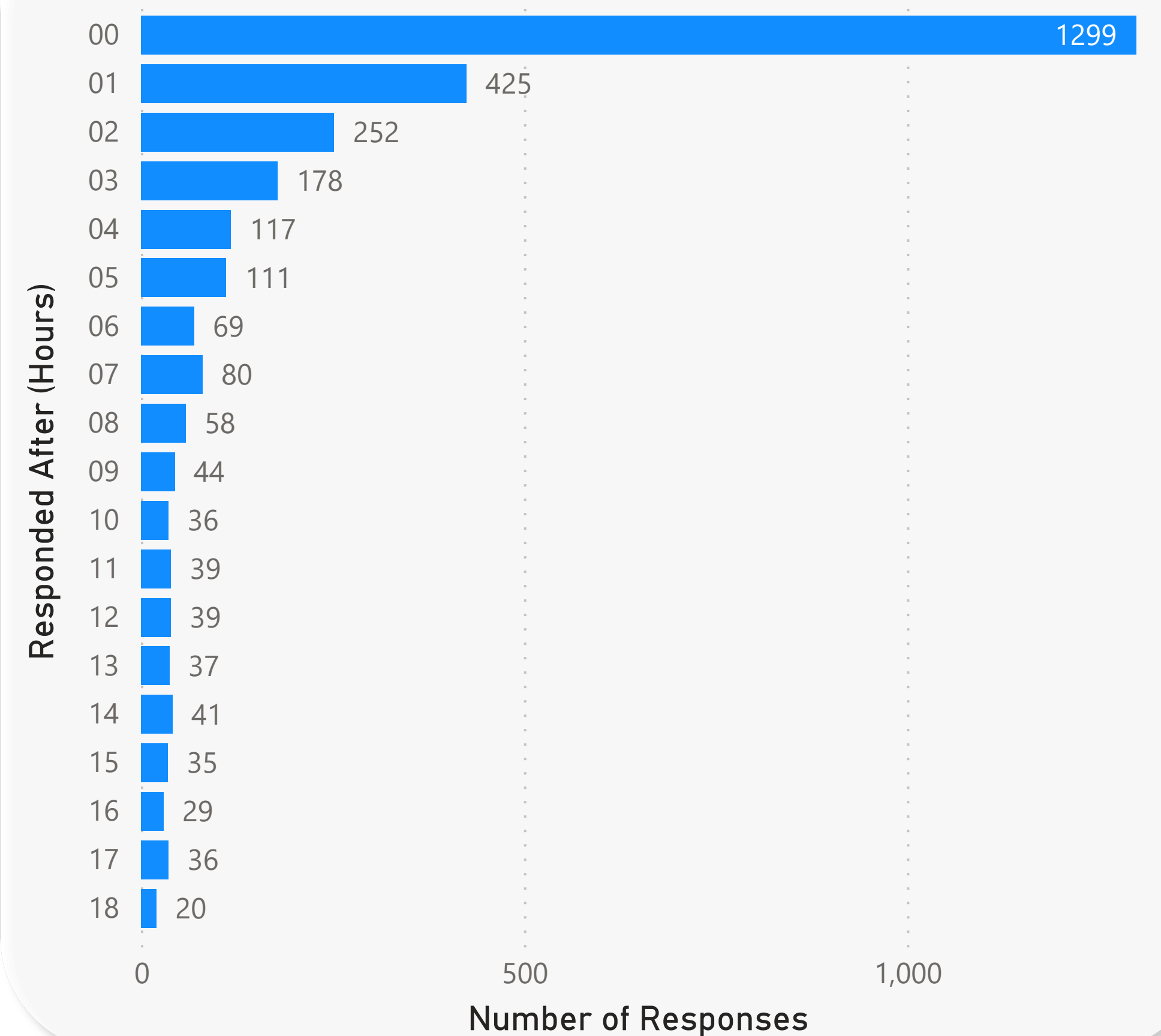
Neutral



Positive



Number of reviews responded in each hour





05:00:43

Average Response Time

2604

Number of Reviews Assigned

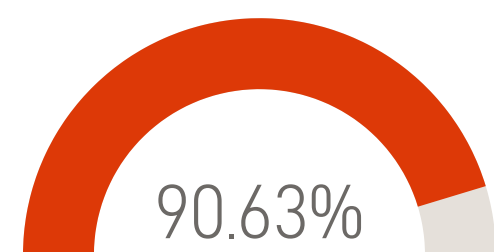
111

Business Replied Privately

316

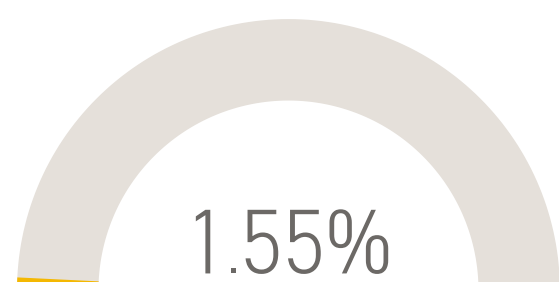
Other Types of Responses

Negative



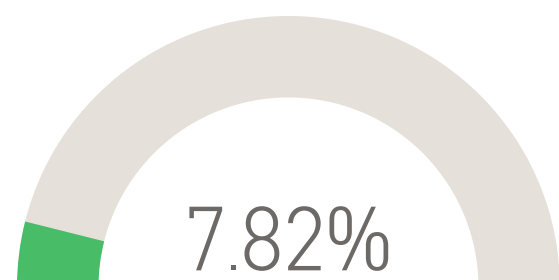
0.00% 100.00...

Neutral



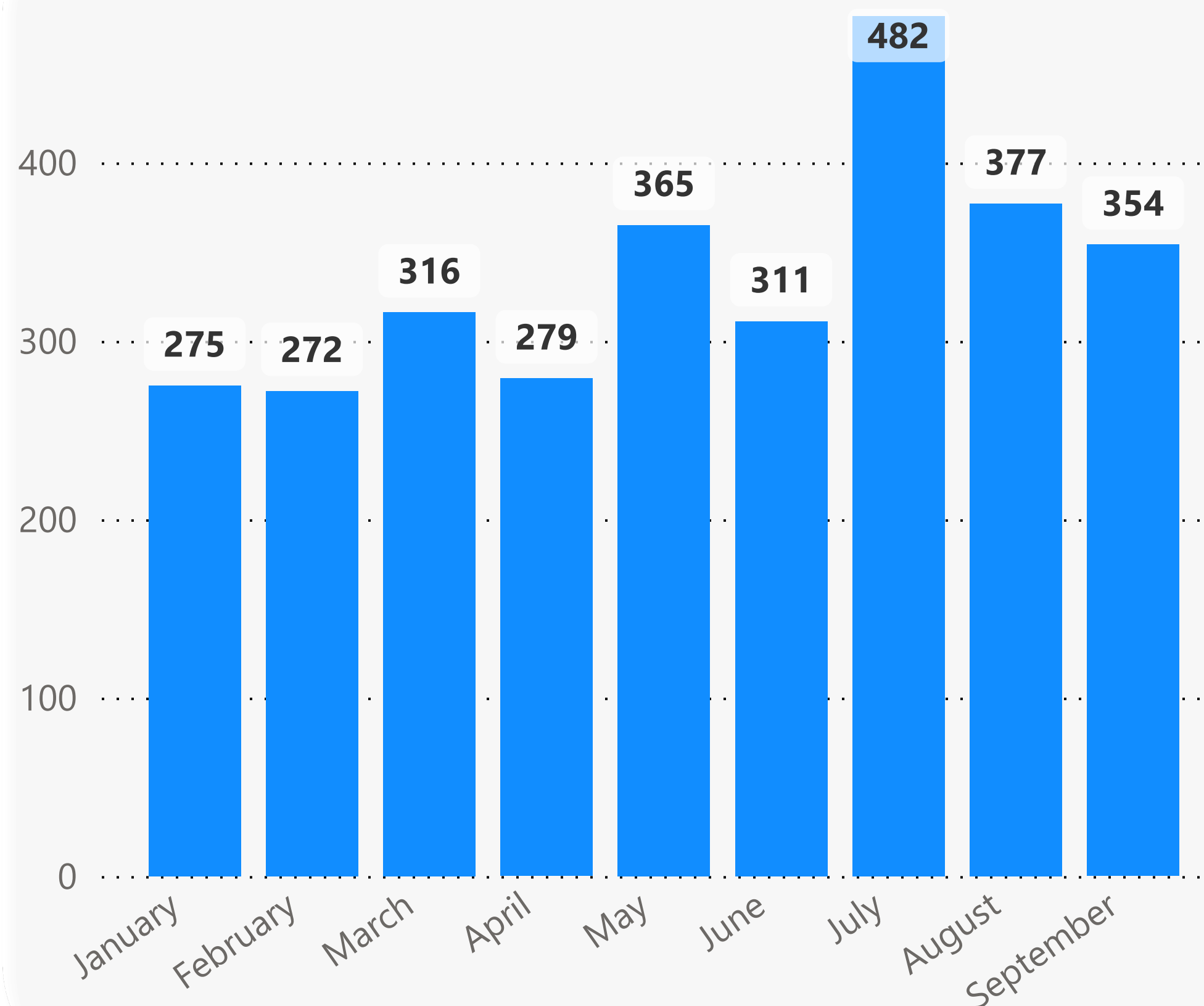
0.00% 100.00%

Positive



0.00% 100.00%

Total number of reviews each month



Number of reviews for each weekday

