



My Bank, My Choice, My Future

QUALITY POLICY

It is Postbank's policy and commitment to consistently and reliably provide accessible quality banking and related financial services that build sustainable customer relationships and stakeholder value, in line with ISO 9001:2015 Standards and in furtherance of its vision.

The Management and Staff of Postbank are committed to sustain quality customer experience through:

- Implementation of the Quality Management System
- Compliance with relevant national and international standards and laws
- Continual improvement of standards in all processes
- Promotion of efficiency and effectiveness in all operations
- Introduction of innovative market led products and services to meet customer needs
- Motivation and training of staff

Managing Director

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