

Complaint Form



In order to serve our ACU members better, we offer you the opportunity to fill out this form with any complaints or suggestions of our products and services. Please fill in this form and mail it to info@acu.cw or hand it in personally at one of our Branches and we will contact you as soon as possible to provide feedback about your complaint.

Section A: General Information

In case you are an ACU Member

Member name & last name	<input type="text"/>
Phone number	<input type="text"/>
Member number	<input type="text"/>
ID	<input type="text"/>
Email	<input type="text"/>

Service Provider	<input type="radio"/> ACU Credit Union Curaçao
	<input type="radio"/> Branch Zuikertuin
	<input type="radio"/> Branch Sta. Maria
	<input type="radio"/> ACU Credit Union Bonaire
	<input type="radio"/> ACU Credit Union Sint Maarten

In case you are a non ACU Member

Name & last name	<input type="text"/>
Phone number	<input type="text"/>
ID	<input type="text"/>
Email	<input type="text"/>

Service Provider	<input type="radio"/> ACU Credit Union Curaçao
	<input type="radio"/> Branch Zuikertuin
	<input type="radio"/> Branch Sta. Maria
	<input type="radio"/> ACU Credit Union Bonaire
	<input type="radio"/> ACU Credit Union Sint Maarten



Section B: Complaint Information

Date of service:

Complaint related to a product or service

Customer Service

ACU e-Branch

Loans

ACUito

Transaction

ATM

Others:

Details about the complaint

(provide the specific information available)

Complainant signature

Date

ACU assistant to fill in below

Complaint received by:

Branch/Department:

Date received:

Received:

In person

By mail

Ticket Registration

Assigned to department /
concerned ACU assistant

MSC assistant signature & date

Our complaint handling procedure

What happens after you submit a complaint?

1. You will receive a confirmation of receipt of your complaint.
2. We will analyze your complaint and involve all respective departments. If necessary we will contact you for more details.
3. We will contact you within 10 business days of the timeframe of resolving the complaint.
4. As soon as the issue has been resolved you will be informed accordingly.