



**Nigerian Bottling Company Ltd** RC 902  
(A member of Coca-Cola Hellenic Group)

## Consumer Complaint Resolution Policy

### A. Objective

Nigerian Bottling Company Limited (NBC) is committed to delivering high quality products to consistently meet the varied preferences of our esteemed consumers through the implementation of stringent quality control procedures, in ensuring the safety and quality of every product that reaches consumers. This policy aims to educate consumers on NBC's complaint resolution processes open to them.

### B. Definitions

1. Consumer: A person who purchases and consumes Coca-Cola products <https://ng.coca-colahellenic.com/en/brands/explore-brands-and-campaigns/>
2. Consumer Complaint: a verbal (telephone calls/personal visit) or written (letters, e-mails, social media) expression of dissatisfaction received from a consumer, customer, Law firm, the media or Regulatory/Enforcement Agency relating to Coca-Cola product quality, packaging or services.

### C. Procedures for Consumer Complaints Resolution

Complaints may be made verbally (by a telephone call to the Company's consumer toll-free line - 080026222652 which operates Monday to Friday, 8am to 5pm excluding Public Holidays) or a personal visit to any of the Company's plants or depots <https://ng.coca-colahellenic.com/en/local-impact/plants/plant-profiles/> which opens Mondays to Saturdays 8am to 5pm, or in writing (by email to the Company's email address - [info.nbc@cchellenic.com](mailto:info.nbc@cchellenic.com) or letters addressed to the Consumer Services Manager at NBC Head office, Iddo House, Iddo, Lagos).

The consumer in making a complaint should indicate a phone number or email address which he/she can be reached.

The Consumer Services Manager (CSM), the Quality Assurance Manager (QAM) or the Depot Manager as the case may require, will reach out to the consumer via a phone call or email within 24 hours of receipt of the complaint with the aim of amicably resolving the complaint. The CSM, QAM or Depot Manager will request the submission of the product in question for validation in line with our internal control processes.

The CSM, QAM or the Depot Manager shall ensure that the consumer is updated regularly on the status of his/her complaint. However, the consumer can contact any of the above-mentioned personnel at any time for update regarding the resolution process.