

www.imbank.com

i&M Bank
LIMITED



CUSTOMER SERVICE CHARTER

INTRODUCTION

I&M Bank is committed to provide excellent service experiences to all our customers. The Bank's Service Charter guides the behavior of our staff and sets out minimum standards of service delivery.

Our service values:

Our relationship will be guided by the following key principles;-

- **Fairness** - We will act fairly and reasonably in all our dealings with our customers.
- **Reliability** – We will endeavor to serve you accurately to deliver on our promises.
- **Transparency** - We will endeavor to provide information on the features of products or services at all stages of the relationship with the customer.
- **Equality** - We will not discriminate against any customer on any grounds whatsoever i.e. race, color, ethnic or social origin, tribe, birth, creed or religion, sexual orientation, political opinion, disability, pregnancy, marital status, health status, conscience, belief, culture, dress or language.
- **Responsiveness** - We will consistently recognize and respond to your changing needs.
- **Privacy & Confidentiality**- We will treat all your personal information as private and confidential, and ensure that it shall be secure. Your personal information will not be revealed unless otherwise authorized by you or required by the law to do so.

Our Commitment to you:

We will continuously work towards improving the levels of our service standards.

Your rights as a customer include;-

1. The right to be served with respect and in a professional manner
2. The right to information
3. The right to privacy and confidentiality
4. The right to transparency, fairness and honest dealings
5. The right to share with us any candid feedback(whether negative or positive)

Banking Made Accessible

We are easily accessible to you through our various channels;-

- 24 hour Contact Centre on:
+254-020-3221000/+254 0719 088 000/
+254 0737 100 000
- Our **Branch Network**
- Social Media -



Our Alternate banking Channels – Mobile Banking, Internet Banking & ATMs

- Web chats (Currently Available for Diaspora Customers)

Responding to you promptly

- We will respond to your Social Media posts - Within 30 Minutes
- We will respond to your emails within one working day

Addressing customer complaints/ Issues consistently and promptly

We are committed to resolving any complaint at the first point of contact. However, depending on the nature of complaint, this may take longer as investigations may be required to resolve the matter comprehensively.

In such circumstances:-

1. We shall keep you informed about the status of your complaint within 2 working days
2. We will provide regular updates on the outcome of our investigations and proposed actions.

You can use any of the channels below to report a Complaint and we will promptly respond to you.

- a) Complete a feedback form on our website - www.imbank.com
- b) Contact our 24 - 7 Call centre on :
☎ +254 (020) 3221000, +254 732100000, +254 719088000
- c) Report the complaint on our 24-7 Social Media Page
🐦 @imbankke 📘 I&M Bank LTD
- d) ✉ E-mail us at: customercare@imbank.co.ke
- e) Speak to our staff at any I&M Branch
- f) Send us a letter by post:
Customer Service Delivery Manager
I&M Bank Limited
P.O. Box 30238
00100 Nairobi GPO
Kenya

Listening to our customers

We are committed to listening to you.

We actively seek your thoughts and suggestions on how we can serve you better. You can do this by:

- Sharing your feedback with any I&M Staff
- Responding to our regular Email, Telephone and face to face surveys
- Sharing your feedback on Social Media
- Sharing your feedback through our Contact Centre



Call us on: +254-020-3221000/ +254 0719 088 000/ +254 0737 100 000

Write to us on: I&M Bank Tower, P.O. Box 30238 - 00100,
Nairobi GPO, Kenya

Email us: Customercare@imbank.co.ke