

A close-up photograph of a black binder with a white label that reads "COMPLAINTS" in bold, black, uppercase letters. The binder is part of a stack, and a silver pen is visible in the foreground, resting on the binder. The background is a blurred office setting with rows of chairs.

COMPLAINTS

HANDLING PROCESS

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I&M Bank is committed to offering you the **best banking experience**. Should anything go wrong, or should you feel dissatisfied with the level of service you have received from us, **do let us know**. We will listen to you and **promptly resolve the complaint**.

How to Report a complaint

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

1. Complete a feedback form on our website - www.imbank.com
2. Contact our 24 - 7 Call centre on : **+254 (020) 3221000, +254 732100000, +254 719088000**
3. Report the complaint on our 24-7 Social Media Page

 @imbankke

 I&M Bank LTD

4. E-mail us at : **customer@imbank.co.ke**
5. Speak to any of our staff at any **I&M Branch**
6. Send us a letter by post

Customer Service Delivery Manager

I&M Bank Limited

P.O. Box 30238

00100 Nairobi GPO

Kenya

Relevant details required

In order for us to review, investigate and resolve the complaint in a timely manner, we request that you provide us with the following relevant details:-

- a) What's gone wrong, how and when it happened
- b) Your Contact details
- c) Your account details, if you're an I&M Bank customer
- d) Any other supporting or relevant documents that you may have.

Our Response to you

I&M Bank is committed to resolving any complaint at the first point of contact, however, depending on the nature of complaint, this may not always be possible as investigations may be required to resolve the matter comprehensively.

In such circumstances, we shall:-

1. Send you a written acknowledgement of your complaint.
2. We shall keep you informed about the status of your complaint within 10 working days,
3. We will provide regular updates on the outcome of our investigations and proposed actions.

Escalation of your complaints

If, for whatever reason, you are not satisfied with the response you receive from the above complaint channels or if you do not hear from us within 10 working days, you can escalate your complaint to:

Customer Service Delivery Manager

I&M Bank Ltd,

P.O. Box 30238.

00100 Nairobi GPO

Kenya.