

COMPLAINTS HANDLING PROCESS



I&M Capital Limited (IMC) is committed to provide excellent service experiences to its clients. IMC welcomes feedback and comments of its customers and handles potential expressions of dissatisfaction fairly, consistently and promptly. Should anything go wrong, or should you feel dissatisfied with the level of service you have received from us, please 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.

- A. Call us directly on: +254 0719 088 175
- B. Contact our 24 - 7 Call Centre on: +254 (020) 3221000, +254 732100000, +254 719088000
- C. E-mail us at: wealth@imbank.co.ke
- D. Speak to us through any I&M Bank Branch
- E. Visit our website www.imbankgroup.com
- F. Send us a letter by post addressed to:
I&M Capital 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 Portfolio account details or member number, if you're an I&M Capital Limited client
- D. Any other supporting or relevant documents that you may have

Our Response to you

I&M Capital Limited 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:

- A. Send you a written acknowledgement of your complaint.
- B. We shall keep you informed about the status of your complaint within 10 working days,
- C. 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:

☎ : +254 719 088 000

✉ : wealth@imbank.co.ke