



I&M CAPITAL CUSTOMER SERVICE CHARTER

INTRODUCTION

I&M Capital Limited is committed to provide excellent service experiences to its clients. This Customer Service Charter outlines our customer service commitments, guides the behavior of our staff and sets out minimum standards of service delivery.

OUR SERVICE VALUES

Our relationship with you will be guided by the following key principles:

 FAIRNESS We will act fairly and reasonably in all our dealings with you.	 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 you.	 RESPONSIVENESS We will consistently recognize and respond to your changing needs.	 EQUALITY We will not discriminate against any client on any grounds whatsoever.	 PRIVACY AND CONFIDENTIALITY We will treat all your personal information as private and confidential.
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KEEPING THE PROMISES WE MAKE

At I&M Capital Limited, we do everything in our power to create an extraordinary experience for our customers by being:

- Friendly and courteous
- Accurate and consistent
- Responsible and accountable
- Responsive and timely
- Convenient and accessible
- Truthful and transparent

CUSTOMER COMPLAINTS

When you report a complaint we will:

1. Acknowledge your complaint
2. Handle your complaint in a fair, efficient and timely manner
3. Keep you appropriately informed of the progress of the complaint resolution progress
4. Resolve the complaint comprehensively and conclusively

We are easily accessible. Contact us through:

-  +254 719 088 175 / 000
-  wealth@imbank.co.ke
-  www.imbankgroup.com

   @imbankke

Visit us at:

I&M Capital Limited
1 Park Avenue, 3rd Floor,
1st Parklands Avenue

Or any I&M Bank branch