

Complaints Handling Process

On Your Side

At I&M Bank Ltd, we are committed to offering you the best banking experience. However, we understand that at times, our service may not meet your expectations and for that, we have a comprehensive Complaints Handling Process.

Should anything go wrong or should you be dissatisfied with the level of service received from us, please do let us know. Our promise to you is that we aim to resolve your complaint promptly and to your satisfaction.

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 using the link below:
<https://www.imbankgroup.com/ke/customer-care/>
- 2 Contact our 24-7 Contact Centre on: **+254(020)3221000, +254 732100000, +254 719088000**
- 3 Report the complaint on our 24-7 social media pages:



@imbankke



I&M Bank LTD



+254710 282828

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

The Manager,
Complaints Handling Department,
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

At I&M Bank, we are 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:

- Send you a written acknowledgement of your complaint.
- We shall keep you informed about the status of your complaint within 7 working days.
- We will provide regular updates on the outcome of our investigations and proposed actions.

Escalation of your Complaint

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 7 working days, you can escalate your complaint to:

Deputy General Manager,
Customer Experience,
I&M Bank Limited
P.O. Box 30238
00100 Nairobi GPO
Kenya

Email: CustomerCareEscalations@imbank.co.ke

You will receive a response within 5 working days of receipt of your complaint.

I&M Bank is regulated by the Central Bank of Kenya