

I. CUSTOMER SERVICE CHARTER

INTRODUCTION

I&M Bank Rwanda Plc. Customer Service Charter sets out the bank's commitment to providing a high standard of customer service. I&M Rwanda Plc. seeks to meet the customer's financial needs by offering quality financial advice, products and services. Our customers are the cornerstone of our business and we consistently strive to exceed their expectations by anticipating and meeting their financial needs. This Service Charter outlines the type of service standards and time frames we aim to provide. Our key commitments include: Service, Fairness, Security, Accountability and Transparency.

Key Commitments

a. Service

- I. Consistently deliver high level of service at any of our branches
- II. Provide accessible and convenient service through our ATMs at all our branches and off sites areas as well as USSD, Mobile App, i-Click and other facilities available 24 hours a day.

b. Fairness

- I. I&M Bank (Rwanda) Plc. will act fairly and reasonably towards you in a consistent and ethical manner.

I&M Bank (Rwanda) Plc. will establish a clear set of procedures on how to submit complaints to ensure that any dispute between us will be resolved fairly and quickly.

c. Security

- I. I&M Bank (Rwanda) Plc. will ensure that the confidentiality and privacy of customers' information is respected at all times, according to the Laws and Codes of conduct that govern the banking institutions.

d. Accountability

- I. I&M Bank (Rwanda) Plc. will explain and help its customers understand the financial benefits, risks and product profiles of products and services that you are interested in.
- II. All our products and services comply with the relevant Financial Institutions' Laws and Regulations as stipulated by the National Bank of Rwanda (BNR).

e. Transparency

- I. I&M Bank (Rwanda) Plc. will provide its customers with clear, relevant and timely information to help them make an informed decision about our products and services. Where applicable, a set of terms and conditions relating to each bank product and service will be made readily available to you with all the fees, charges, penalties and relevant interest rates. The customer's liabilities and obligations in the use of a banking product and service at I&M Bank (Rwanda) Plc. will also be highlighted.
- II. I&M Bank (Rwanda) Plc. will inform you, through various channels (e.g. through our Branch network, over the Internet, SMS, telephone, email and/or Social media) of available products



and services. You can therefore visit your nearest I&M BANK (Rwanda) Plc. branch for further information and also provide feedback to us through these channels.

If you have any enquiries, concerns, complaints and compliments please contact us:

I&M Bank (Rwanda) Plc

Street: KN 3AV / 9

P.O. Box: 354, Kigali Rwanda

Reception: +250 788 16 2000 - Fax: +250 252 57 395

Call center: 3227 or +250 0788 16 2006

Website: www.imbank.co.rw - Our swift code: IMRWRWRW

For product and service enquiries, concerns, suggestions and compliments email us at: customerservices@imbank.co.rw and complaints email us at: callcenter@imbank.co.rw, or a [customer can submit their complaint through SMS or Whatsap on 0788387207](https://www.imbank.co.rw).

SERVICE STANDARDS

I&M Bank (Rwanda) Plc aims to provide efficient and effective, customer service at all times. Below are time frames set out for our service deliverables.

1.1 <u>We are committed to making banking easy</u>			
	Service	Target / Goal	Current Target / Goal
1.	Cash deposit / withdraw over the Counter: <ul style="list-style-type: none"> • Western Union • Money Gram • E-Payment (Tax, Water & Electricity) • Below 500,000 Rwf (Teller Limit) • Inter-country services • Spenn 	Within 3-5 minutes	Within 3-5 minutes
2.	Above 500,000 Rwf (All third party cheques)	Within 10-20 minutes	Within 10-20 minutes
3.	Cash withdraw over the counter (above 500,000 Rwf)	Need approval from the Supervisor, Branch Manager, or any other high level approval.	Within 10-20 minutes
4.	Aim to open a basic current/savings account	Within 30 minutes	Within 30 minutes



5.	Aim to modify an account (reactivation account, information update, add/delete signature ...).	Within 10 minutes	Within 10 minutes
6.	Aim to update Customer's information or SVS	Within 10 minutes	Within 10 minutes
7.	Aim to create a new account with an existing CIF	Within 5 minutes	Within 5 minutes
8.	Aim to close an account	Within 1 business day.	Within 1 business day.
9.	Aim to issue cheque book: <ul style="list-style-type: none"> • Kigali Based Branches • Upcountry Branches 	<ul style="list-style-type: none"> • Within 1 business day. • Within 3 business days. 	<ul style="list-style-type: none"> • Within 1 business day. • Within 3 business days.
10.	Aim to issue VISA Debit card	Within 15 business days	Instant
11.	To renew your Visa card	Within 5 business days	Within 5 business days Instant
12.	Limits increment Reset Card Holder portal of Master card		Within 1 business day
13.	Unlock Card Holder portal of Master card		Instant
14.	Credit Card	Within 7 working business days	Within 7 working business days
15.	Master Card Personalized Master Card Non Personalized		Within 5 business days Within 3hours
16.	Aim to register for Omni channel services: USSD, Mobile App and I Click	Within 1 business day	Within 1 business day
17.	SMS Alert	Immediately upon completion of a given transaction	Within 1 business day
18.	Banker's Cheque Issuance	Immediately upon presentation of the Bankers' Cheque form.	Within 15 Minutes
19.	Aim to execute brisk transfer	Within 1 business day	Within 1 business day
20.	Aim to execute transfers: External & Automated being local or foreign currency	Within 1 business day	<ul style="list-style-type: none"> • Below 2.5Mn: Within 30Min • Above 2.5Mn: 1 Business Day
21.	Aim to execute transfers: Bulk,		<ul style="list-style-type: none"> • Within 1 business day



22.	Aim to execute transfers: Internal,		<ul style="list-style-type: none"> Instant
23.	Clearing of Cheques: Local currency & Foreign currency local banks	<p>Within 1 business day Within 2 business days</p> <p>Within 1 business day. Within 2 business days Cleared on collection basis</p>	<p>In-house</p> <ul style="list-style-type: none"> Instant <p>Local Banks</p> <ul style="list-style-type: none"> 1 Business Day
24.	Clearing of Cheques: Foreign Cheques		<p>Foreign Cheques 45 Business Days</p>
25.	To provide feedback to general inquiries of clients	Within 1 business day.	Instant

❖ *Provided all the required documents are available.*

1.2 We are committed to helping when you need us		Current Target / Goal	
1.	Aim to answer your call promptly at our call centers or any of our branches	Within 3 rings during business days and Saturday	Within 3 rings during business days
2.	Aim to resolve counter and/or Phone queries promptly	<ul style="list-style-type: none"> Where no follow up is required, within 1st visit Where follow up is required, within 1 business day of the 1st visit Where the enquiry is complex, within 1 - 4 business days. 	<ul style="list-style-type: none"> Where no follow up is required, within 1st visit Where follow up is required, within 1 business day of the 1st visit Where the enquiry is complex, within 1 - 4 business days.
3.	Respond to written enquiries promptly.	<p>Respond within 2 days from date of receipt of enquiry if the enquiry is not complex.</p> <p>Where the enquiry is complex, an initial response will be sent out with 2 business days and a notification of a time frame within which a final response will be sent through.</p>	<p>Respond within 2 days from date of receipt of enquiry if the enquiry is not complex.</p> <p>Where the enquiry is complex, an initial response will be sent out with 2 business days and a notification of a time frame within which a final response will be sent through.</p>



4.	To reset USSD, Mobile App and iClick PIN	Immediately upon request.	Instant
5.	To unlock USSD, Mobile App and iClick user	Immediately upon request	Instant
6.	Certification of undebtness (Attestation de non creance)	Within 1 business days	Within 1 business day
7.	Balance confirmation certificate	Within 2 business days Within 1 business days	Within 1 business day
8.	Audit certification	Within 2 business days Within 1-3 business day	Within 1 business day
9.	Account Confirmation.	Within 2 business days Within 4 hours	Instant
10.	Certificate of good standing.	Within 2 business days Within 1-3 business day	Within 1 business day

1.3 We are committed to listening.

Current Target / Goal

1.	Resolve customer complaints fairly, consistently and promptly	Aim for all customer satisfaction with the way their complaints are handled.	<p>Tier 1 All staff in direct contact with the customer: Maximum of 12 working days</p> <p>Tier 2 Escalation points within the Bank: Maximum of 12 working days</p> <p>Tier 3 The Highest Escalation Point within the Bank: Maximum of 12 working days</p>
2.	Actively seek your thoughts and suggestions on how we can better serve you.	Get customers to complete and submit feedback forms or send an email through our website	Collect customers' feedback through bank's Survey Link available: Website, email, ATMs, QMS and SMS, Social media
3.	Aim to provide you with friendly and helpful service whenever you deal with us	Facilitate our customers to give feedback through suggestion boxes or website.	Facilitate customers' instruction through website and/or social media

1.4 We are committed to process your personal or business loan applications within a reasonable period*

Current Target / Goal

i. <u>Retail loans</u>	
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1.	Cash Plus/Temporary Overdraft (below RWF 500,000)	Within 1 business day	Within 1 business days
2.	Cash Plus/Temporary Overdraft (above RWF 500,000)	Within 3 business day	Within 3 business days
2.	New Éclair loan	All required document provided and CRB cleared.	Within 5 business days
3.	Vehicle Loan	All required document provided and CRB cleared.	Within 15 business days
4.	Equity finance loan	All required document provided and CRB cleared.	Within 15 business days
5.	Mortgage loan	All required document provided and CRB cleared.	Within 20 business days
6	Construction loan	All required document provided and CRB cleared.	Within 20 business days
7.	Home equity loan	All required document provided and CRB cleared.	Within 20 business days
1.4.2 Corporate loans / services			Current Target / Goal
1.	Line of Credit	Within 2-20 business days Within 1 business day	Within 15 business days
2.	Loans	Within 2-20 business days	Within 20 business days
3.	Facility limits	Within 2-20 business days	Within 15 business days
4.	Guarantees	Within 2-20 business days	Within 15 business days Within 1-2 business days
5.	Bank, Guarantee, Advance on Contract and Letter of Credit (cash covered)	1- 3 business days	Within 1- 3 business days
1.4.3 Business loan/ services			Current Target / Goal
1.	Loans	Within 2-20 business days	Micro : 3 Business Days Small : 5 Business Days



			Medium : 7 Business Days
2.	Bank Guarantee and letter of Credit (Cash covered)	1-3 business days	Within 1-3 Business days

Please note:

- ❖ We will endeavor to process loan applications effectively and speedily, in accordance with our internal policies, provided all necessary and completed documents have been submitted to us.
- ❖ Delivery would depend on the type of the facility, related requirements and/or approval conditions.

If you are not satisfied with the manner in which your query or complaint was handled or the solution provided, you may refer the matter to Customer Service for further resolution.

We value your feedback and we endeavor to carry out a Customer Service Survey and review this Charter on annual basis to serve you better.