



WE ARE ON
YOUR SIDE!

Customer Service Charter

We are here to provide excellent service experiences to all our customers...



www.imbankgroup.com/ug

I&M Bank is committed to provide excellent service experiences to all our customers. I&M Bank's Customer Service Charter guides the behavior of our staff and sets out minimum standards of service delivery.

Our service values

Our relationship will be guided by the following key principles;

Fairness: We will act fairly and reasonably in all our dealings with our customers.

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 the customer.

Equality: We will not discriminate against any customer on any grounds whatsoever i.e. race, color, ethnic or social origin, tribe, birth, creed or religion, sexual orientation, political opinion, disability, pregnancy, marital status, health status, conscience, belief, culture, dress or language.

Responsiveness: We will consistently recognize and respond to your changing needs.

Privacy & Confidentiality: We will treat all your personal information as private and confidential, and ensure that it shall be secure. Your personal information will not be revealed unless otherwise authorized by you or required by the law to do so.

Our commitment to you:

We will continuously work towards improving the levels of our service standards.

Your rights as a customer include;

1. The right to be served with respect and in a professional manner.
2. The right to information.
3. The right to privacy and confidentiality.
4. The right to transparency, fairness and honest dealings.
5. The right to share with us any candid feedback(whether negative or positive).

Responding to you promptly

We commit to respond to you on your social media posts/mentions/DMs within 30 Minutes.

We pledge to respond to your e-mail messages within one working day (24hrs).

Addressing complaints/issues from customers consistently and promptly

We are committed to resolving any complaint at the first point of contact. However, depending on the nature of complaint, this may take longer as investigations may be required to resolve the matter comprehensively.

In such circumstances;

promptly respond to you.

1. We shall keep you informed about the status of your complaint within two working days.
2. We will provide regular updates on the outcome of our investigations and proposed actions.

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

- a. Complete the feedback form on our website www.imbankgroup.com/ug
- b. Contact our 24/7 Call centre
Tel: +256 701 144551
Toll Free: 0800144551
- c. Report the complaint on our social media pages @imbankug

- d. E-mail us at:
customercare@imbank.co.ug
- e. Speak to any of our staff at any I&M Branch
- f. Send us a letter by post:
**Customer Service Manager,
I&M Bank (Uganda) Limited
Plot 6/6A, Kampala Road.
P.O.Box 3072, Kampala, Uganda**

Listening to our customers

We are committed to listening to you. We actively seek your thoughts and suggestions on how we can serve you better.

You can do this by:

- Sharing your feedback with any I&M Uganda Staff
- Responding to our regular T-mail, Telephone, and face-to-face surveys.
- Sharing your feedback on Social Media
- Sharing your feedback through our Contact Centre