



sumac
MICROFINANCEBANK
EMPOWERING BUSINESS

CUSTOMER SERVICE CHARTER



www.sumacmicrofinancebank.co.ke

1. BACKGROUND

The Customer Service Charter (also referred to as Charter) was set up in 2021 with the intention to outline key commitments and service standards when providing service to customers. The Charter encompasses the following considerations:

- The charter is designed to reflect the basic banking services/common services.
- The current prevailing trends of Kenya Banking Industry and the new ways of banking (e.g. digital) have been taken into account.
- The service standards are designed from the customer's perspective in the true spirit of being customer centric.

2. MISSION

To provide financial solutions that transform businesses and livelihoods and impact lives.

3. VISION

To be the Bank of Choice in Kenya.

4. OUR COMMITMENT TO YOU

Sumac Microfinance Bank top management demonstrates leadership and commitment with respect to customer focus by ensuring that:

- Customer requirements are determined, understood and consistently met.
- The risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed
- The focus on enhancing customer satisfaction is maintained
- Customer complaints and other customer input/feedback are continually monitored and measured to identify opportunities for improvement.
- We continually look for other ways to interact directly with individual customers to ensure a proper focus to their unique needs/expectations is established and maintained: e.g. customer visits.

5. YOUR RIGHTS AS OUR CUSTOMER

As our customer, you have the right:

- To be served with respect, professionally and timely.
- To complain if you are unhappy with our service.
- To customer information, confidentiality and privacy.
- To receive updates and changes concerning your accounts; and
- To access our facilities and services in a manner that meets your needs and is compliant with all applicable law and risk Procedures.

6. YOUR OBLIGATIONS AS OUR CUSTOMER

As a customer, you have the responsibility:

- To manage the operations of your account(s) in accordance with the regulations, tariff, banking practices and norms, terms and conditions set by the Bank and ask for any clarifications from any official of the Bank.
- To timely update account mandates whenever there are changes, to prevent fraud and avoid delays in service delivery.
- To abide by any legal requirements and other obligations according to laws, rules and regulations of the Republic of Kenya.
- To provide complete, accurate and timely information when requested by the Bank.
- To treat Banking staff members with courtesy and respect.
- To honor payment obligations in a timely manner.
- To Protect your personal information and your account assets including but not limited to the linked mobile numbers, signatures, PINs and Passwords

7. STANDARDS OF SERVICE

As we work towards improving our standards of service, we will endeavour to provide our service efficiently and effectively. To this end, we have set out below the time frames within which you can expect us to deliver the respective services.

STANDARD I: WE ARE COMMITTED TO MAKING BANKING EASY

Serve the majority of customers promptly at all our branches.	We will endeavour to serve within 15 minutes at our branches.
Provide you with friendly and helpful service.	We will endeavour to provide updated, comprehensive and courteous service through our various service channels.
Open savings, current or Fixed deposit account.	For new bank account opening, we will endeavour to open the account within 24 hours, where all required documents and information are received by the bank.
Cheque book issuance	Cheque books will be received not later than 5 business days of launching a request
Cheque clearance	For local cheques received before 4:00pm on a business day for clearing, the funds will be made available after one business day.
Mobile Banking consistency	We will ensure all your transactions using the Mobile Banking Platform are processed in real time, and such SMS enumerating the transaction is relayed to you as a customer in real time too.
Addressing of Customer Complaints	We commit to address your complaints within a reasonable period of time, based on the gravity of the case, and the projected timeline that is estimated for the completion of the case. Complaints to be emailed to ceo@sumacmicrofinancebank.co.ke or customercare@sumacmicrofinancebank.co.ke
Closing account.	If application to close account is received before 2.00pm, it will be processed the same day.

STANDARD II: WE ARE COMMITTED TO HELPING WHEN YOU NEED US

Resolve counter enquiries at our branches.

We will endeavour to resolve all counter enquiries:

- Where no follow up is required, within first visit.
- Where follow-up and feedback is required, not later than five (5) business days from receiving the enquiry.
- Where enquiry is complex, you will be attended to in an efficient and timely manner and kept updated on the progress.

STANDARD III: WE ARE COMMITTED TO LISTENING

Seek your thoughts and suggestions on how we can better serve you.

We welcome any suggestions via our branches or write directly to us via customercare@sumacmicrofinancebank.co.ke

STANDARD IV: WE ARE COMMITTED TO PROCESSING YOUR APPLICATION QUICKLY

Clearance of Collateral [Security]

We will endeavour to process applications efficiently and speedily, in accordance with our internal policies, provided all necessary and completed documents have been submitted to the bank. When a client has completed their loan payment, we shall endeavor to process their Collateral [Security] in an agreed timeline to return possession of the same to the client.

Loan application

We will endeavour to process applications efficiently and speedily, in accordance with our internal policies, provided all necessary and completed documents have been submitted to the bank.

- Approval of your Loan will take 48 hours once your application has been assessed and the necessary verifications to approve the loan conducted,

FINANCIAL SERVICE ACCESS

BRANCH	WEEKDAY	SATURDAY	SUNDAY
Head Office	8:30AM–4:30PM	8:30AM – 2:00PM	Closed
Koinange Branch	8:30AM–4:30PM	8:30AM – 2:00PM	Closed
Ngara Branch	8:30AM–4:30PM	8:30AM – 2:00PM	Closed
Nakuru Branch	8:30AM–4:30PM	8:30AM – 2:00PM	Closed
Githunguri Branch	8:30AM–4:30PM	8:30AM – 2:00PM	Closed
Thika Branch	8:30AM–4:30PM	8:30AM – 2:00PM	Closed

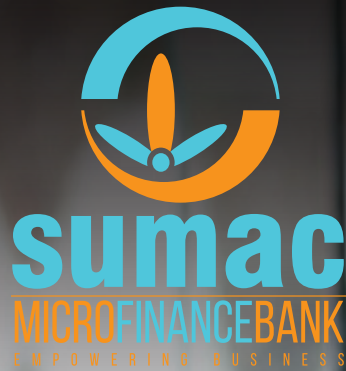
CUSTOMER FEEDBACK

Customers may use the contact Centre to lodge complaints, give suggestions or compliments. The Contact Centre may be reached via the below.

HEAD OFFICE - NAIROBI

Second floor, Consolidated Bank House,
Koinange street, Nairobi
P.O Box 11687 – 00100, Nairobi – Kenya
T: 0725 223 499, 0772 427 209, 0111 029 016
info@sumacmicrofinancebank.co.ke or
customercare@sumacmicrofinancebank.co.ke
www.sumacmicrofinancebank.co.ke





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Sumac Microfinance Bank is regulated by the Central Bank of Kenya