



CUSTOMER SERVICE CHARTER

INTRODUCTION

This Customer Service Charter is meant to maintain and promote better understanding of the role and services that the Bank provides.

It forms the basis of our service delivery standards and spells out our resolve to continually improve our services to meet and exceed your expectations. Excellence is key to our operations.

At KWFT, we seek to meet your financial needs by offering quality financial advice as well as quality products and services. You, our customer are the cornerstone of our business and we consistently strive to delight and exceed your expectations by anticipating and meeting your needs

KEY PRINCIPLES

As a Bank, we have adapted the SMART campaign Consumer Protection Principles to ensure good ethics and smart business. We will endeavor to deliver efficient and effective service in line with these principles to enhance our relationship with you.

OUR COMMITMENT TO SERVICE DELIVERY

- **Speed in service delivery:** We shall endeavor to deliver our services within the agreed and stipulated time lines.
- **Quality service:** We shall professionally deliver our services efficiently and effectively to meet customers' needs
- **Accuracy:** We will provide as much information as possible to help our customers make informed choices.
- **Accessibility:** KWFT will ensure that our customers can access our products and services at their convenience.
- **Listening to the customers:** We shall actively listen to customer needs/ queries and provide timely information on solutions available for better satisfaction.
- **Caring and friendliness:** We shall ensure that all our customers are treated with dignity and respect at all times.
- **Timely Feedback:** We shall endeavor to provide feedback within the shortest time possible

RESPONSIBILITIES OF OUR CUSTOMERS

- Provide the bank with complete and accurate customer information during transactions.
- Seek information on the full details on the obligations for your service or product.
- Use the product or service in accordance with the terms and conditions stipulated by the bank.

CUSTOMER RIGHTS

- Right to confidentiality on your account and collateral details.
- Right to ask about your account status through our banks or customer service channels.
- Right to raise a complain on service delivery.
- Right to be treated with respect


CUSTOMER FEEDBACK


KWFT encourages all stakeholders to provide feedback, suggestions and compliments to help us serve you better. Reach us on:

KWFT Head Office,

KWFT Centre, Kiambere - Masaba Road Junction,
Upper hill, Nairobi
P.O. Box 4179 – 00506
Nyayo Stadium, Nairobi, Kenya

24 Hour Call Centre:


 Telephone: +254 703 067 700, +254 730 167 000

 WhatsApp +254 703 067 901

 SMS 22604

230 KWFT Branches network country wide

Our alternative banking channels

 Mobile banking,

 Agency Banking

 ATM's

Email us on

- info@kwftbank.com
- customerservice@kwftbank.com

KWFT is regulated by Central Bank of Kenya

