



# Safaricom Sacco LIMITED

## Customer Service Charter

### CUSTOMER SERVICE CHARTER

#### OUR COMMITMENT

This Customer Service Charter is our formal commitment and promise to provide you with services that meet and exceed your expectations. We are committed to providing services in a professional, transparent and accountable manner. To ensure this is maintained, this Charter provides you with a mechanism of how to respond when services do not meet the stated standards.

#### PURPOSE OF THIS CHARTER

- » To enhance our member awareness of the type of services the Sacco provides
- » To explain to our members the standards of service they should expect to receive
- » To outline your rights and responsibilities as a member
- » To explain our rights and responsibilities as the Service Provider
- » To explain how our members can lodge complaints and make suggestions about our service delivery

#### Our Vision

To be the financial partner of Choice

#### Tag Line

"Empowering You"

#### Our Core Values

- » Customer Focus
- » Integrity
- » Reliability
- » Innovation

#### WHO WE ARE

Safaricom Sacco is a savings and credit co-operative Society which was formed to provide members with an opportunity to access loans to develop and improve their economic and Social Status.

#### OUR PROMISE

- » Provide members with high quality service
- » Provide accurate, complete and up-to-date information.
- » Employ competent and professional staff knowledgeable about our products and services
- » Communicate effectively and efficiently to the members
- » Keep your personal information confidential and secure and not offer it to third parties without your consent.

#### MEMBER OBLIGATION

- » Provide accurate and complete information in all aspects of service you are seeking from us
- » Privacy and confidentiality with respect to personal and financial information, written or oral, that you communicate to us as part of the requirement and in the course of receiving a service from us.
- » Give feedback on quality of services.
- » Provide correct personal information as needed when contacting us
- » Treating our staff with courtesy in your dealings with us
- » Not offering any gifts, favors or inducements to our staff or soliciting the same from them.

#### Operations

- » Our branches are open from 8:00 AM to 5:00 PM during week days
- » Our Virtual Services are available on a 24/7.
- » Our FOSA offices open from 8:30 AM to 12:00 noon Every last Saturday of the month
- » Our customer service counter is available at all our branches.

#### OUR SERVICE LEVEL AGREEMENT

##### When you call us on the telephone us we will:-

- » Answer your call within the 3rd ring and be ready and willing to serve
- » Let you know who you are speaking to
- » Remain polite, courteous and friendly while serving you.

##### When you e-mail or write a letter to us we will:-

- » Provide an initial response within 24 hours and follow up on agreed action
- » Let you know who is dealing with your enquiry
- » Remain polite and courteous

##### When you contact us via social media (Facebook & Twitter) we will:-

- » Provide an initial response within 24 hours and follow up on agreed action
- » Remain polite and courteous
- » Update you on latest Sacco Developments

##### When you apply for a loan facility we will:-

- » Acknowledge receipt of your Long term loan application within 3hrs of receiving it.
- » Acknowledge receipt of your Short Term loan application within 15 Minutes.
- » Explain in clear and simple terms how interest on your loan or advance is calculated and charged, what fees may apply and when, and the consequences of defaulting.

##### When you order for an ATM card from us, we will:-

- » Have the ATM cards at the branch ready for collection within 7 working days.

##### When you need information from us, we will:-

- » Ensure we provide you with accurate, complete and up-to-date information.
- » Direct you to our alternative channels; website and web portal which are accessible 24/7.

##### We shall provide the following services within 20 minutes

- » Over the counter withdrawals
- » Cash and cheque deposits
- » ATM cards collection points
- » General enquiries
- » ATM card blocking

##### We shall provide the following services within the same day

- » New Account opening
- » M-Sacco registration
- » Standing order instruction processing
- » Salary processing

##### We shall provide the following services within an hour

- » ATM PIN re-setting
- » Dormant account activation
- » Internal Funds Transfer
- » Request for personal information change

#### CREDIT FACILITIES

##### Personal Loans

- » Short term loans - 2 hours
- » Long Term Loans - 14 days

##### Business/ Collateral Secured Loans

- » 30 days



@safaricomsacco



safaricom.sacco

**Empowering you...**

### Contact Us

Tel/Fax: (020) 427004065, 020 427002685 | Westlands Branch, Safaricom Care center 1st floor M: +254722004065 | JCC Branch, Jambo Call Centre Mombasa Road M: +254722002685 | E: sacco@safaricom.co.ke | Website: www.safaricomsacco.com  
Web portal: https://webportal.safaricomsacco.com | USSD CODE: \*346# safaricomsacco safaricomsacco