

CUSTOMER SERVICE

CHARTER



OUR COMMITMENT

We commit to deliver exceptional service to our members.

We promise:

- **When you call us we will:** - answer the telephones within three (3) rings.
- **When you e-mail or write a letter to us we will:** - respond promptly and/or get feedback within 24 hours or tell you if it is going to take longer.
- **We will see clients/visitors** within 5 minutes of your arrival or tell you if it is going to take longer.
- **When you contact us via our social media pages we will:** - respond immediately or within 24 hours.
- **When you need information from us, we will:** - endeavor to provide adequate information within 24 hours or tell you if it is going to take longer.
- **When you have a complaint about our service, we will:** - resolve the complaint and provide feedback within 24 hours or tell you if it is going to take longer. This may be by telephone, email or writing.

SERVICE DELIVERY TIME FRAME

- Short term loans processing (Less than 150,000): **within 24 hours**
- Loans between Ksh 150,001 up to 5 million: **within 5 working days**
- Loans above 5 million: **within 15 days**
- Savings withdrawals (Less than 150,000) **within 24 hours**; (More than 150,001 **within 5 working days**)
- Loans secured by title deeds: **Approximately 45 days**, but subject to legal process
- Membership withdrawal: **within 60 days**, Subject to replacement of guarantors.

CONTACT US:

Centre	Telephone	Email
Amref Sacco P.O Box 18604 – 00100 Nairobi	0722 139 585 0729 139 585 020 6002184/5/6	info@amrefsacco.org

Office Hours
Monday – Friday
8.00 am to 4. 30 pm