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 70,000): **within 24 hours**.
- Loans between Ksh 70,001 up to 2 million: **within 5 working days**.
- Loans above 2 million: **within 30 days**.
- Savings withdrawals (Less than 70,000) within 24 hours; (More than 70,000) **within 5 working days**.
- Deposit refund upon membership closure: **within 60 days**.

Contact Us:

<table>
<thead>
<tr>
<th>Centre</th>
<th>Telephone</th>
<th>Email</th>
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<tbody>
<tr>
<td>Amref Sacco</td>
<td>+254 722 139 585</td>
<td><a href="mailto:info@amrefsacco.org">info@amrefsacco.org</a></td>
</tr>
<tr>
<td>P.O Box 18604 – 00100 Nairobi</td>
<td>+254 729 139 585</td>
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<td></td>
<td>020 6002184/5/6</td>
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Office Hours
Monday – Friday
8.00 am to 4.30 pm