



Prime Bank

P U T T I N G   Y O U   F I R S T

# COMPLAINTS RESOLUTION GUIDE







## OUR PROMISE TO YOU

We are driven by a deep commitment to offer the best customer experience, in line with our mission of providing “Quality and acceptable personalized financial services to our customers while observing compliance, growth and shareholder value.” To this end, we have streamlined all our internal processes to ensure that you receive seamless and standardized experience at all our channels. However, in case you come across any instance where you feel we have not served you as per your expectations, you may reach us through the following channels;

## REACHING US

The most efficient ways of lodging your complaint:

- Visiting your branch or the nearest branch.
- Calling our Call Centre numbers.
- Sending an email to Customer Service.

## OUR CONTACTS

### CUSTOMER SERVICE CENTRE:

Our Customer Service team is easily accessible and will handle all your queries in an efficient and professional manner.

**Call Centre:** +254 111 004 000 / 111 006 000

**Email:** [customercare@primebank.co.ke](mailto:customercare@primebank.co.ke)

**Post:** Prime Bank, Riverside Drive, P.O. Box 43825-00100, Nairobi, Kenya



## CARD CENTER

Our state of the art Card Center is operational 24 hours, 7 days a week. The team is well trained to handle all card related issues.

**Mobile:** +254 724 253 289 or +254 735 388 872

**Telephone:** +254 20 420 3119/129/158/322

**Email:** [primecard@primebank.co.ke](mailto:primecard@primebank.co.ke)

## OUR RESPONSE TIME:

We will endeavor to resolve your complaint within the first point of contact. However, if for any reason your complaint cannot be resolved immediately, we have a robust system of ensuring the issue is handled with utmost speed and efficiency.

If your issue is not resolved immediately; the following steps will apply:

- 1). You will receive an acknowledgement of your complaint within 48 hours upon receipt of complaint.
- 2). If the complaint is complex and requires further escalation, you will be informed about the progress and proposed actions.
- 3). We will endeavor to resolve the issue within seven working days and keep you informed of the outcome.
- 4). If the issue cannot be resolved within seven working days, due to the involvement of other Service Provider(s) we will advise you accordingly.







## IN CASE YOU ARE NOT SATISFIED

In case you are not satisfied with the resolution given, or you do not hear from us within seven working days, you may refer the matter to either of the following;

**Head of Customer Service,**  
Prime Bank Limited,  
Riverside Drive,  
P.O Box 43825-00100, Nairobi.  
**Mobile:** +254 111 004 198  
**Email:** [customercare@primebank.co.ke](mailto:customercare@primebank.co.ke)

**OR**

**The Chief Operating Officer**  
Prime Bank Limited,  
Riverside Drive,  
P.O Box 43825-00100, Nairobi.  
**Call Centre:** +254 111 004 000 / 111 006 000  
**Email:** [customercare@primebank.co.ke](mailto:customercare@primebank.co.ke)

Prime Bank guarantees confidentiality and privacy in respect of the complaints raised by you.  
***Your comments and suggestions are important to us and will help us serve you better.***