

# CUSTOMER SERVICE CHARTER

We are driven by commitment to offer the best customer experience, in line with our motto *“Putting You First”*.

## OUR SERVICE ETHOS

- Integrity – We will strive to ensure that we fulfill our promises.
- Respect – We will treat all our customers with respect.
- Team Work – We will work collectively to ensure speedy resolution in attending to your needs.
- Quality – We will provide exceptional services across all our channels.
- Social Responsibility – We will always be your partner in caring for and contributing to the society.

## OUR PROMISE

- We will attend to your queries and needs promptly.
- We will ensure high standards of service delivery.
- We will protect and handle your data with utmost privacy and confidentiality.
- We will provide banking solutions suitable to your needs.
- We will ensure that your assets are protected against fraud, misappropriation or other misuses.
- We shall act fairly and reasonably in our dealings with you.
- We will communicate any changes in products, services and terms and conditions within a reasonable time-frame before implementation. The communication will be through the preferred mode of communication (as indicated at the time of sign up) or via Bank's general communication to customers.

## OUR COMMITMENT

- We are committed to resolving any complaint at the first point of contact.
- We will endeavour to resolve complaints within 48 hours.
- For complaints that may take longer to resolve, we will ensure that we provide you with regular updates on the progress and proposed resolutions.

### OUR CONTACTS

We are readily available to receive your feedback. Please send us your compliment or complaint through:  
Email: [customercare@primebank.co.ke](mailto:customercare@primebank.co.ke)  
Branch: Visit your nearest branch  
Call Centre: +254 111 004 000  
+254 111 006 000

### 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:

### 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)



**Prime Bank**

P U T T I N G   Y O U   F I R S T