



## **CBA COMPLAINTS RESOLUTION**

### **Our complaints commitment**

CBA is a financial services company which is moving towards an offering that is more aligned to our customers' lifestyles. Our aim is for you to be delighted with our services wherever you come into contact with our business.

At CBA, the promise made to our customers is to consistently deliver high standards of service; from reliable financial services to friendly, efficient staff, understanding that without satisfied customers our business cannot grow.

There may be times however when our high standards are not met. If you are not happy with our services in any way, your comments and feedback are welcome. We want to resolve any problems you might have experienced as promptly and effectively as possible and your feedback is invaluable in helping us improve our services for the future.

CBA aims to resolve all complaints to your satisfaction, quickly and effectively, without the need for the involvement of third parties.

### **Let us know**

The quickest way for your complaint to be addressed is to contact us by telephone or by sending us an email.

### **Our Contact Center Team**

Our Contact Center team is easily contactable and has been specially trained to deal with your comments and complaints.

There are several ways to contact them:

**Telephone:** +254 20 2884444  
**Mobile:** +254 711 056444 or +254 732 156444  
**Fax:** +254 20 2734616

### **Opening hours:**

Our Contact Centre is operational 24 hours, 7 days a week

**Email:** [contact@cbagroup.com](mailto:contact@cbagroup.com)

**Post:** Commercial Bank of Africa Limited,  
Mara and Ragati Roads, Upper Hill,  
P.O. Box 30437-00100,  
Nairobi, Kenya

**Our website:** [www.cbagroup.com](http://www.cbagroup.com)

**Follow us on Facebook:** [www.facebook.com/timeformore](http://www.facebook.com/timeformore)

**Follow us on Twitter:** [@CBA\\_Group\\_](https://twitter.com/CBA_Group)

The contact details for the Contact Centre team can be found on our website and you can email us directly.

### **How soon can you expect a response?**

We will do our best to resolve your complaint immediately and with the minimum of inconvenience to you. If we are unable to resolve your complaint by the following day, you will receive:

- A written acknowledgement of your complaint.
- The name and contact details of the staff member dealing with it.

Some complex complaints may take a longer time to resolve. However, even in such cases, in addition to a written acknowledgement you will be informed about the status of your complaint within 10 working days, and we will provide regular updates on the outcome of our investigations and proposed actions.

### **Escalation of your complaints**

If, for whatever reason, you are not satisfied with the response you receive from the above access channels or if you do not hear from us within 10 working days, you can escalate your complaint to:

Head of Customer Experience

Commercial Bank of Africa Limited

Mara and Ragati Roads, Upper Hill,

P.O Box 30437-00100

Nairobi

You will receive a response within 5 working days of receipt of your complaint