

CBA COMPLAINTS RESOLUTION

Our complaints commitment

At CBA we are dedicated to offering products and services that enrich our customers lives. We aim to deliver exceptional and personalized service.

At CBA, we are committed to offering our customers consistent high standards of service; from reliable financial services to friendly, efficient staff, understanding that without you our business cannot grow.

We do acknowledge that there may be times we may not meet your high standards; we always welcome this feedback to make us better. We will respond promptly to address any issues raised.

We aim to resolve all complaints to your satisfaction, as quickly and effectively as possible, without the involvement of third parties.

Let us know

In case you would like to reach out to us you can contact us through telephone or email.

Our Contact Center Team

Our Contact Center team is available 24 hours 7days a week to address any issues or complaints to contact them

Tel: +254 711 056 444, +254 732 156 444, +254 20 288 4444

Email: contact@cbagroup.com
Our website: www.cbagroup.com
Facebook: CBA Group
Twitter: @CBA_Group_
Post: Commercial Bank of Africa Limited,
Mara and Ragati Roads, Upper Hill,
P.O. Box 30437-00100,
Nairobi, Kenya

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

How soon can you expect a response?

On receipt of an issue our team works tirelessly to resolve it immediately. If the issue cannot be resolved by the following day.

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

Some complex complaints however, may take a longer time to resolve. In the event of such a scenario, in addition to a written acknowledgement you will be informed about the status of your complaint within 7 working days, and we will provide regular updates on the outcome of our investigations and proposed actions at least once every 7 days.

Escalation of your complaints

If you require any additional support on any issue you can reach out 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 escalation.