

FULIZA COMPLAINTS RESOLUTION

Our Complaints Commitment

Fuliza M-Pesa service that allows M-PESA customers to complete their M-PESA transactions when they have insufficient funds in their M-PESA account. Fuliza can be accessed multiple times to complete multiple transactions as long as the customer is within their Fuliza limit.

Fuliza considers customer feedback as an opportunity to grow. To help us serve you better, we encourage our customers to provide feedback on the services provided.

In case of any queries you can reach us by:

1. Visiting a Safaricom Shop.
2. Calling the Safaricom 24-hour Contact Center team on:
100 for prepaid and **200** for post paid
3. **Follow us on Twitter:** [@Safaricom_Care](https://twitter.com/Safaricom_Care)
4. **Live chat**

For more information, please check out our social media pages and website on:

1. **Website:**
www.safaricom.co.ke
www.cbagroup.com
2. **Follow us on Facebook:** www.facebook.com/Safaricomplc
3. **Follow us on Twitter:** [@Safaricom_Care](https://twitter.com/Safaricom_Care)

How soon can you expect a response?

Subscribers will contact the Safaricom call centre and retail agents as a first line support for all Fuliza queries and will handle all customer feedback or complaint upon receipt. In the event of a customer complaint, we will endeavor to resolve within 72 hours. Our promise is to resolve all complaints within 72 hours.

You will continue to receive **daily** updates on the outcome of our investigations and proposed actions as long as the ticket is open.

Escalation of your complaints

If, in the unfortunate event, you are not satisfied with the response you receive from the above access channels or if you do not hear from us within 7 working days, you can forward your complaint **to Safaricom customer care through any of the channels available**. You will receive a response within 5 working days of receipt of your complaint.

Upon receipt of a written complaint, we shall provide the complainant with a written acknowledgement and a response within 5 working days of receipt of your complaint.