



## M-SHWARI COMPLAINTS RESOLUTION

### Our Complaints Commitment

is a mobile savings and loan service offered to M-Pesa customers that will enable you open and operate an M-Shwari bank account through your mobile phone. It provides you the ability to move money in and out of your M-Shwari savings account to your M-PESA account at no charge.

M-shwari gives you an opportunity to save as little as Ksh.1 and earn interest on your saving balance. This cash is moved into the savings account using your handset via the M-PESA Menu. It also enables you access micro credit product (loan) of a minimum of Ksh.100 anytime and receive your loan instantly on your M-PESA account.

M-Shwari 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:

1. Visiting a Safaricom Shop.
2. 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](http://www.safaricom.co.ke)  
[www.cbagroup.com](http://www.cbagroup.com)
2. Follow us on Facebook: [www.facebook.com/Safaricomplc](https://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 M-Shwari 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.