

SBM BANK COMPLAINTS RESOLUTION

Our commitment to you

Our promise to you is to consistently offer a wide range of financial solutions through leveraging on our technological innovation to provide seamless and convenient banking experiences with a focus on customer centricity and superior customer experience. There may be times however, when we do not meet your expectations. If you are not happy with any of our services, we have put in place mechanisms for you to give us feedback as this will give us an opportunity to improve on our service delivery.

You can contact us by the following channels:-

1. **Face to Face:** Visiting any of our branches that is nearest to you and speak to any of our bank officials
2. **Email:** atyourservice@smbank.co.ke
3. **Tel:** Calling us through our 24 hour contact center number 0709800000 or 0730175000
4. **Chat:** WhatsApp number 0773758196

We will strive to resolve your complaint as swiftly as possible and with minimum inconvenience to you. If we are unable to provide immediate resolution, the following steps will apply:-

1. You will receive a written acknowledgement of your complaint via email or SMS with a unique case reference number within 24 hours
2. We will keep you updated on the progress towards resolving the problem within 7 days
3. If problem takes more than 7 days to resolve we will keep you updated on the next course of action
4. In case you are not satisfied with the resolution given, or you do not hear from us within 7 working days you may revert to the branch manager or refer the issue to the address below quoting your unique reference number

Head, Customer Experience

SBM Bank Kenya

customerexperience@smbank.co.ke

We encourage our customers to notify us on any dissatisfaction with our service using the channels provided. Your feedback is important to us.