

HOW TO REPORT A SERVICE COMPLAINT

Our commitment to you

Our mission is to offer a wide range of innovative financial solutions leveraging on our heavy investment in multi-channels, national and regional presence, with a focus on excellent customer experience. However, in the event that you feel we have not met your expectations at any point of our service, we have in place a robust framework to ensure that we handle your complaints swiftly and fairly.

You can contact us by:



Visiting any of our branches near you and report your dissatisfaction to the service desk manager

Or



Calling us through our 24hr contact center 0202776000 or 0703 027000

Or



Emailing us on customerservice@co-opbank.co.ke.



Leaving us your feedback on our website www.co-opbank.co.ke

Or



Writing us on P.O. BOX 48231-00100 Nairobi GPO

We will strive to resolve your complaint as swiftly as possible at the first point of contact. If we are unable to provide immediate resolution, the following steps will apply:

1



You will receive a written acknowledgement of your complaint either 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 the problem takes more than 7 days, 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 matter to the address below quoting your unique reference number.

Head of Customer Experience
Co-operative Bank of Kenya
Old Mutual Tower, Upper Hill
P.O BOX 4821-00100 GPO Nairobi
Or email us at customerexperience@co-opbank.co.ke

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



The Co-operative Bank of Kenya is regulated by Central Bank of Kenya