

SERVICE CHARTER

I. INTRODUCTION

Bank of Africa Kenya strives to continuously better the service offering and partnerships with customers. Our service commitment applies to everything we do, whether it is in our lending, deposit taking or any other services that we provide.

This Service Charter is therefore an expression of our commitment to improving our service and communication to our customers.

The Service Charter;

- Defines the standards of service you should expect from Bank of Africa
- Advises you on how to access information from the Bank
- Guides you on how to communicate your compliments, suggestions and concerns to help us serve you better

It is hinged upon the following key strategic policies;

- Customer Complaints Handling Procedure
- BOA-K Service Level Agreements
- BOA-K Communications Policy

Scope

The scope of the policy applies to all staff serving internal or external customers

Objective

- Continuously improve the services we offer to our customers
- Offer memorable customer experiences
- Drive our internal performance improvement
- Reflect the Bank's aspirations to deliver consistent customer experience

II. WHO WE ARE

BANK OF AFRICA Group began in Mali in 1982, today, the BANK OF AFRICA Group is established in 18 countries including eight BOA banks in West Africa, seven BOA banks in East Africa and the Indian Ocean, one in the Democratic Republic of the Congo and one in France.

Since 2010, the BANK OF AFRICA Group has been majority-owned by BMCE Bank, the second largest private bank in Morocco. BMCE Bank brings strong strategic and operational support to the BANK OF AFRICA Group, as well as direct access to the international market because of its presence in North America, Europe and Asia.

With our vision to be the preferred bank to our chosen market and with a branch network of 30 branches and two business centers across Kenya, we seek to provide banking services to Corporates, SME's and Retail clientele through tailor-made products to enable them achieve their desired goals.

The group comprises interests in:

- Commercial Banks
- Lease finance companies
- Housing finance institution
- Stockbrokerage and Investments
- Information Technology support
- Life Insurance

Our local branch network covers Nairobi, Central, Coast, Rift Valley, Nyanza and Western Kenya regions.

All our branches are fully networked, enabling our customers to seamlessly and expediently transact business at any of the branches countrywide.

III. WHAT WE DO

In line with our mission and vision statements, we have partnered with our customers and offer them financial services to help them facilitate trade and investment. This we do through our branch network and innovative alternate channels

IV. OUR MISSION VISION AND CORE VALUES

OUR VISION:

To be the preferred bank to our chosen market

OUR MISSION:

- To serve our customers with efficiency and courtesy
- To contribute to the development of all our stakeholders
- To optimize the growth of the Bank of Africa Group through synergies and common development plans
- To promote the growth and stability of the economies that we operate in

OUR CORE VALUES

Team work – we begin, progress and succeed together

Reliability – we are consistent

Innovation – we adapt as we move forward

Integrity – we are our word

Efficiency – we streamline before we execute

While our mission and vision statements provide BOA with direction and purpose, our core values serve as drivers to guide our actions and decisions as we strive to achieve our vision.

V. OUR CUSTOMERS AND PARTNERS

- Private Corporations
- Public Corporations
- Governmental Institutions
- Non-Governmental Institutions
- Development Finance Institutions (DFI's)
- Small and Medium Sized Enterprises
- Individuals
- Suppliers and service providers
- Industry Regulators and Players (CBK, KRA, KBA, UFAA), Auditors
- Correspondent banks and any other stakeholder as circumstances may require

VI. OUR PRODUCTS AND SERVICES

These include: Banking Services/ Financial Solutions

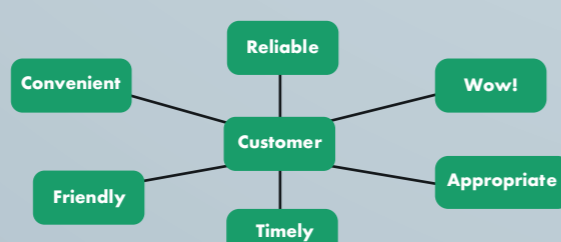
- Savings facilities
- Credit facilities
- Foreign exchange trading
- Money Market trading
- Transactional accounts
- Mobile Banking
- Custodial Services
- Bancassurance
- Card Services
- Money transfer services
- Trade Finance Services
- Internet banking services

Our products and services are developed through continuous and innovative processes designed to meet the dynamic and emerging customer needs.

A detailed summary of our products and services is available on our website www.boakenya.com. Also available is information on frequently asked questions.

VII. OUR SERVICE STANDARDS

Our service promise is built upon principles that promote among others; reliability, convenience, friendliness, timely service and appropriate banking solutions.



To this end, we promise that;

- Your questions and needs will be attended to promptly;
- We will exercise the utmost integrity in providing services.
- We will not disclose any information about you without your consent, except as permitted by law. Customer data will be protected and handled with utmost privacy and confidentiality.
- We will provide banking solutions with adequate information suitable to your needs. The information will be available via brochures, website, bank staff, Customer Contact Centre or any other communication channels, to enable you make the right purchase decision.
- We will strive to ensure that your assets with us are protected against fraud, misappropriation or any misuse.
- We will strive to communicate any changes to account terms and conditions within reasonable time via your preferred mode of communication as indicated at the time of account opening or via Bank identified means that are both suitable and convenient.
- We shall strive to act fairly and reasonably in our dealings with you. You shall be treated humanely whether through face-to-face or non-face-to-face interactions.

Below are detailed standards for some of the services that we offer:

a) Customer Support

Our Customer Contact Centre is available to customers from 8.15am -10.00pm on weekdays and 9.00am -1.00pm, Saturdays.

Customers may use the Contact Centre to lodge complaints, give suggestions or compliments.

The Contact Centre may be reached via the below;

- Telephone number: 020 3275120/ 0703058120
- SMS via short code number 20030
- Email: yoursay@boakenya.com
- Facebook: Bank of Africa Kenya
- Twitter: BankofAfrica_Ke
- Website: www.boakenya.com

The Bank may also be reached via the postal address; P.O Box 69562-00400 Nairobi, Kenya

b) Service promise

1. Your calls will be answered within three rings and professionally.
2. Emails will be responded to within 3 working hours.
3. Account Opening – we will open your account on the same day for complete applications and assign you a relationship contact within the bank.
4. Bankers Cheques will be processed within 10 minutes from the time of receipt of complete approved instructions.
5. Approved cheque book requests will be processed within four working days.
6. Approved ATM Card requests will be processed within four working days.
7. Mobile banking service;
 - Activation will be 1 hour for complete instructions received by 4.00pm.
 - Self-registration will take a maximum 2 hours from receipt of customer request for all requests received during the bank's branch operating hours.
8. Approved cash withdrawal and deposit will take a maximum of 10 minutes from the time you interact with the teller over the counter.
9. Real Time Gross Settlement (RTGS) – same day remittance for complete and approved applications received by 3.00pm.
10. Electronic Funds Transfer (EFT) - same day remittance for complete and approved applications received by 3.00 pm.
11. Telegraphic Transfers – same day remittance for approved applications received by 3.00 pm.

c) Credit facilities - we promise to deliver responses for credit facility applications as follows;

- Secured Personal loans – maximum of 8 working days for complete applications.
- SME loans – maximum of 12 working days for complete applications.
- Asset Finance loans – maximum 2 working days for complete applications.
- Enterprise loans – maximum of 12 working days for complete applications.

Requests above EUR 500,000.00 or the equivalent may take longer than the period indicated above.

The delivery of services within the SLAs is subject to the customer meeting the bank Terms and Conditions.

d) Customer Account Statements

- You will receive one free account statement at least once a month, quarter or six months as per account terms.
- Fixed deposit account holders will receive a deposit advice receipt showing the duration of the deposit booked.
- Statements will be available on the first week of the following month.

e) Provision of Information and Advice

We will use the following channels to pass on information in an appropriate and timely fashion;

- Account Relationship Manager
- Website
- Notices at our banking halls and ATM areas
- Alternate channels
- Postal mail
- Statement trailers/ inserts
- Various media (print and digital)

f) Communication

- We shall endeavor to have fair, clear and non-misleading promotional and advertising material.
- We shall ensure that information is written in simple language and in a legible font which is easily readable.

The communication referred shall include but not be limited to;

- Our contact information
- Any amendments to our governance, products, tariffs, terms and conditions
- Any relevant anticipated service interruptions
- Credit terms and conditions
- Key facts on our products and services
- Existing fees and charges

Customer feedback/ complaint forms are available at all our branches and on our website www.boakenya.com.

Our clients and the general public may also get in touch with us via (020) 3275 120/ 0703 058120 and other additional telephone lines that may be provided and communicated to our clients and the general public from time to time.

VIII. CUSTOMER RESPONSIBILITY

We will from time to time require you to enable us offer seamless service. Some of the requirements include;

- Update the Bank on any changes to the account mandates.
- Regularly review account statements and raise any concerns within 14 days.
- Inform the bank of change in personal or business details such as; telephone, mailing, email contacts.
- Regularly review the various bank communication channels to keep up-to-date with any changes that may affect you.
- Forward your feedback in a timely and reasonable fashion (within 14 days) to assist the Bank remedy any service breaches.
- Adhere to the cut-off times for branch operating hours, instructions submission and so forth.
- Keep your account details and related passwords confidential.
- Adhere to the account terms and conditions.

Bank of Africa - Kenya is regulated by the Central Bank of Kenya



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