

SERVICE CHARTER

OUR COMMITMENT

This Customer Service Charter is our formal commitment and promise to provide you with services that meet your expectations. We are committed to meet and even exceed these expectations.

OUR OBLIGATIONS

We shall endeavor to provide you with high quality service by:-

- Communicating effectively
- Acting on any feedback relayed and prompt response
- Providing accurate, complete and up-to-date information

YOUR RESPONSIBILITIES

Providing accurate and complete information

Providing your membership details ready when contacting us

Treating our staff with courtesy and respect

Sharing with us your feedback

SERVICE	TIME TAKEN
1. Opening & closing of banking hall	➤ Monday to Friday 8.45am to 3.45 pm & 8.45am to 12 noon on weekend
2. Availability of service	➤ Immediately on opening
3. Opening of Account	➤ Within 5 minutes upon filling the relevant form
4. Telephone call	➤ Answer within the 3 rd call
5. E-mail communication	➤ Initial response within 24 hours and respond letter within 3 working days
6. Social media communication	➤ Initial response within 24 hours
7. Order ATM/cheque book	➤ Ready for collection within 15 working days
8. Raised complaint	➤ Initial response within 24 hours and resolve the complaint within a maximum of 5 working days
9. Fixed deposit processing	➤ Within 5 minutes on receiving all the relevant documents
10. Advances processing	➤ Within 20 minutes on receiving the application and 5 min. on actual processing
11. Special crop advances	➤ Within 20 minutes on receiving the application and 5 min. on actual processing
12. Salary processing	➤ Within 20 minutes
13. Short term loans – salary	➤ Within one hour on receiving application
14. Bankers cheque	➤ Within 5 minutes on receiving application
15. School fees,jipange,group loan	➤ Within 7 working days minimum 48 hours
16. Long term loan, normal, development,salary dev., msingi	➤ Within 15 days minimum 48 hours
17. Any enquiry	➤ Within 24 hours
18. Dormant account activation	➤ Within 30 minutes on receiving request
19. Internal transfer/repayment	➤ Within 10 minutes on receiving
20. Application of m-banking	➤ Within 24 hours on receiving application
21. Standing order instruction processing	➤ Within 10 minutes on receiving

CONTACT US:

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