

COMPLAINTS HANDLING PROCEDURE

Kingdom Bank is committed to quality service delivery and meeting the expectations of all our customers. This is built on our core values of superior customer service, enhanced relationships, professionalism, integrity and innovation.

We invite you to raise complaints and/or queries to us in order to serve you better.

How to Raise a Complaint

- Visit any of our branches and speak to a Kingdom Bank Representative.
- Call our 24-hour contact centre on 0709881300.
- Email us at customerservice@kingdombankltd.co.ke
- Contact us through our social media pages.

 Kingdom Bank

 @kingdombankenya

 @kingdom_bankke

Website www.kingdombankltd.co.ke

Whatsapp 0703112779

Response to Complaints

We will do our best to resolve your complaint within the same day where possible. If we are unable to resolve your complaint within 48 hours upon receipt, we will:

1. Contact you via phone or email on the progress of your complaint.
2. Issue you with a reference number for tracking purposes.
3. Notify you via phone or email once the issue is resolved.

For complaints that may take a longer time to resolve, we will ensure that we provide you with regular updates on the progress.

How to Escalate your Complaint

If you are not satisfied with the manner in which your query or complaint was handled or the solution provided, you can escalate the matter to:

Customer Service Manager

Kingdom Bank Ltd | Kingdom Bank Towers, Arwings Kodhek Rd.
P.O BOX 22741-00400, Nairobi Kenya.

Switch Board: 0709- 881000 | 0722-201112 | 0734- 600682
020-2210339 | 020-2214976

Kingdom Bank is regulated by Central Bank of Kenya

