



Prime Bank

PUTTING YOU FIRST

COMPLAINTS RESOLUTION GUIDE

OUR PROMISE TO YOU

We are driven by a deep commitment to offer the best customer experience, in line with our mission "compliance, growth and shareholder value." To this end, we have streamlined all our internal processes to ensure that you receive seamless and standardized experience at all our channels. However, in case you come across any instance where you feel we have not served you as per your expectations, you may reach us through the following channels;

REACHING US

You can reach us through the following channels:

- Visiting your branch or the nearest branch.
- Calling our Customer Service telephone numbers.
- Sending an email to Customer Service.

OUR CONTACTS

CUSTOMER SERVICE CENTRE:

We are committed to providing you with a professional manner.

Mobile: +254 719 090 222

Telephone: +254 20 420 3222

Email: customercare@primebank.co.ke

Post: Prime Bank, Riverside Drive, P.O. Box 43825-00100, Nairobi, Kenya

CARD CENTER

Our state of the art Card Center is operational 24 hours, 7 days a week. The team is well trained to handle all card related issues.

Mobile: +254 724 253 289 or +254 735 388 872

Telephone: +254 20 420 3119/129/158/322

Email: primecard@primebank.co.ke

OUR RESPONSE TIME:

If your complaint cannot be resolved immediately, we have a robust system of ensuring the issue is resolved as quickly as possible.

If your issue is not resolved immediately; the following steps will apply:

- 1). You will receive an acknowledgement of your complaint within 48 hours upon receipt of complaint.
- 2). If the complaint is complex and requires further escalation, you will be informed about the progress and proposed actions.
- 3). We will endeavor to resolve the issue within seven working days and keep you informed of the outcome.
- 4). If the issue cannot be resolved within seven working days, due to the involvement of other Service Provider(s) we will advise you accordingly.



IN CASE YOU ARE NOT SATISFIED

After 5 working days, you may refer the matter to either of the following;

Head of Customer Service,
Prime Bank Limited,
Riverside Drive,
P.O Box 43825-00100, Nairobi.
Mobile: +254 719 090 222
Email: customercare@primebank.co.ke

OR

Prime Bank Limited,
Riverside Drive,
P.O Box 43825-00100, Nairobi.
Mobile: +254 719 090 222
Email: customercare@primebank.co.ke

Your comments and suggestions are important to us and will help us serve you better.