

# Our Customer Service Charter



**For Complaints/Compliments/Feedback: [complaints@britam.com](mailto:complaints@britam.com)**

**For Enquiries: [customerservice@britam.com](mailto:customerservice@britam.com) 24/7 Contact Centre: +254 705 100 100**

**WhatsApp: +254 793 304 927**

   **BritamEA**

**Our Purpose**

**“Safeguarding dreams and aspirations”**

**Our Vision**

**To be the LEADING diversified financial services company in our chosen markets across Africa**

**Our Mission**

**Providing you with financial security EVERY STEP OF THE WAY**

**Our Values**

- **Customer Focus**
- **Integrity**
- **Innovation**
- **Respect**

## Here's How You Can Help Us Service You Better

1. Provide complete and accurate information.
2. Report any impropriety by our staff.
3. Treat our staff courteously.
4. Abide by terms and provisions in your contracts with us.
5. Actively participate in our random surveys to give feedback on your customer satisfaction level.

## Our Response Time

Enquiries	Turnaround Time
Walk-In	<ul style="list-style-type: none"> <li>• Our premises will be open between 8am and 5pm, Monday to Friday and between 8am and 12pm on Saturdays.</li> <li>• Enquiries that do not require follow up will be resolved during the visit.</li> </ul>
Phone Calls	<ul style="list-style-type: none"> <li>• Phone calls will be answered within <b>30 seconds</b> and / or <b>before the third ring.</b></li> <li>• Enquiries that do not require follow up will be resolved during the call.</li> </ul>
Emails	<ul style="list-style-type: none"> <li>• We will acknowledge receipt of enquiries received via Email within <b>1 working hour.</b></li> </ul>
Letters	<ul style="list-style-type: none"> <li>• We will acknowledge receipt of enquiries received as a letter within <b>24 hours.</b></li> </ul>
Social Media and Instant Messaging	<ul style="list-style-type: none"> <li>• We will respond to your queries within <b>5 minutes.</b></li> </ul>
Enquiries with follow-up	<ul style="list-style-type: none"> <li>• Feedback will be given within <b>8 working hours.</b></li> </ul>
Complaints	<ul style="list-style-type: none"> <li>• We will acknowledge all complaints received within <b>8 working hours</b> and provide updates every <b>4 business days.</b></li> </ul>