



## STAWI COMPLAINTS RESOLUTION

### Our complaints commitment

**STAWI** is a digital lending platform offered to Micro, Small and Medium Enterprises (MSME). The product was developed to address a lending gap realized as a result of banks reluctance to lend to MSMEs due to their lack of records and assets to support their borrowing.

At NCBA, the promise made to our customers is to consistently deliver high standards of service; from reliable financial services to friendly, efficient staff, understanding that without satisfied customers our business cannot grow.

There may be times however when our high standards are not met. If you are not happy with our services in any way, your comments and feedback are welcome. We want to resolve any problems you might have experienced as promptly and effectively as possible and your feedback is invaluable in helping us improve our services for the future.

NCBA aims to resolve all complaints to your satisfaction, quickly and effectively, without the need for the involvement of third parties.

### Let us know

The quickest way for your complaint to be addressed is to contact us by reaching out to our Contact Center team who are specially trained to deal with your comments and complaints.

There are several ways to contact them:

**Telephone: 0709714999 or 0730714999**

**Opening hours:**

| Our Contact Centre operates within the following hours:

Monday to Friday: **7.00 am to 7.00pm**

Saturday: **8.00am to 5.00pm**

Sunday and Public holidays: **Closed**

**Contact Centre Email: [help@stawi.ke](mailto:help@stawi.ke)**



**Post:** NCBA  
Mara Rd. Upper-hill  
P.O Box 44599-00100,  
Nairobi, Kenya

For more information, please check out our social media pages and website on:

**Our website:** <http://stawi.ke/>

**Follow us on Facebook:** [www.facebook.com/Stawi/](http://www.facebook.com/Stawi/)

**Follow us on Twitter:** [@Stawi\\_ke](https://twitter.com/Stawi_ke)

The contact details for the Contact Centre team can be found on our website and you can email us directly.

### **How soon can you expect a response?**

We will do our best to resolve your complaint immediately and with the minimum of inconvenience to you. Our promise is to resolve complaints within 72 hours if we are unable to resolve your complaint immediately.

You will continue to receive daily updates on the outcome of our investigations and proposed actions as long as the ticket is open.

### **Escalation of your complaints**

If, for whatever reason, you are not satisfied with the response you receive from the above access channels or if you do not hear from us within 7 working days, you can escalate your complaint to:

#### **Head of Customer Management,**

#### **Digital Business**

NCBA  
Mara Road, Upper-hill  
P.O Box 44599-00100,  
Nairobi, Kenya

You will receive a response within 5 working days of receipt of your complaint.