

COMPLAINTS HANDLING MECHANISM



Victoria Commercial Bank PLC understands that issues may arise, and we are committed to promptly addressing them. This Complaints Mechanism Charter outlines the procedure for you to get in touch with us and submit your compliments or complaints.

1. PROMPT HANDLING

- We will deal with all complaints promptly, politely, and fairly
- If we make a mistake, you are entitled to expect:
 - An explanation
 - Details of the action taken to rectify the issue
 - An apology

2. CONTACT INFORMATION

- You can make a complaint in writing, by email, or by telephone.
- Provide your telephone number if a response by phone would be convenient.
- If emailing, specify whether you need an email response or provide a full postal address

WHERE DO I SEND COMPLIMENTS AND COMPLAINTS:

1) In Writing:

To Communications Department, Customer Services, Victoria Commercial Bank PLC, 1st Floor, The Promenade, General Mathenge Rd, Westlands.

2) By Telephone:

Call +254 709 876 221

3) By Email:

Email - service.desk@vicbank.com

4) Response Time:

We aim to provide a substantive response upon 48 hours of receiving your complaint. We will communicate the resolution to you, through your preferred contact method. If the resolution requires additional time, we will provide updates at regular intervals.

5) Compliments:

- Share compliments through the same channels used for complaints.
- Include specific details about the positive experience and the name of the staff member, if known.
- Compliments will be acknowledged to express our appreciation

6) Internal Review:

If you are not satisfied with our initial response, request an internal review.



OPERATING HOURS

Visit any Victoria Commercial Bank PLC branch for in-person assistance.

Weekdays: (Monday - Friday) 8:30AM to 4:30PM

Weekends: (Saturday) 9:30AM to 12:30PM

SURVEY PARTICIPATION

Customers may receive surveys to provide and help us improve our services.

In our commitment to exceptional service, Victoria Commercial Bank PLC stands ready to address your concerns promptly and transparently. Your feedback matters, and we appreciate the opportunity to serve you better.

OUR BRANCHES:

Upper Hill - 001
Promenade - 002
Lunga Lunga - 003
Ruaraka - 004
Two Rivers - 005
Nyali, Mombasa - 006