



## **CBA LOOP COMPLAINTS RESOLUTION**

### **Our Complaints Commitment**

CBA Loop is a digital financial services product which aims to enhance the financial well-being of our customers. This product offers customers financial solutions to optimise how they receive, store and allocate their money to their various financial goals.

At CBA, 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.

CBA 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 ***raising a ticket on the help corner on the CBA Loop application.***

You can also call reach 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: +254 709 714444 or +254 730 714 444**

### **Opening hours:**

Our Contact Centre is operational 24 hours, 7 days a week

**Email: [contactloop@cbagroup.com](mailto:contactloop@cbagroup.com)**

**Post:** Commercial Bank of Africa Limited, Mara  
and Ragati Roads, Upper Hill,  
P.O. Box 30437-00100,  
Nairobi, Kenya

**Our website: [www.cbaloop.com](http://www.cbaloop.com)**



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

Follow us on Twitter: [@CBALoop](https://twitter.com/CBALoop)

Follow us on Instagram: [www.instagram.com/cbaloop](http://www.instagram.com/cbaloop)

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. Once you raise a complaint, you will receive:

- A written acknowledgement of your complaint immediately the case is raised.
- A phone call to update you on the case 2 hours after raising the complaint.

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 10 working days, you can escalate your complaint to:

Head of Business Development,

New Business Ventures

Commercial Bank of Africa Limited

Mara and Ragati Roads, Upper Hill,

P.O Box 30437-00100

Nairobi

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