

Sidian Bank

Customer Service Charter

Our Customer Service Charter affirms our commitment by which we shall be held accountable by our customers.

It guides the behavior of our staff and sets the standards of service delivery to achieve the bank's mission and vision.

Our Mission

To empower entrepreneurs to create wealth through provision of transformational financial solutions.

Our Vision

To be the preferred partner in realizing entrepreneurial potential.

Our Commitment To You, Our Customer:

1. **Responsive:** We will respond to all customer concerns promptly.
2. **Confidentiality:** We will respect customers' privacy and maintain confidentiality of the information shared.
3. **Customer Focused:** We will provide excellent customer service.
4. **Approachable:** We will be friendly, warm and welcoming. Always ready to help.
5. **Professional:** We will behave in an ethical manner reflecting the highest level of integrity.
6. **Fairness:** We will act fairly without discrimination.

Client Feedback and Queries

At Sidian Bank, we commit ourselves to dealing with the concerns or complaints of our customers courteously, promptly, fairly and conclusively.

We shall acknowledge all complaints within 24hrs and give an update every 7 days till the matter is resolved.

Customer complaints can be addressed through the branch or our Contact Centre via the contacts below.

 0711058000  talktous@sidianbank.co.ke  @SidianBank  @sidianbank  sidianbank

Sidian Bank Limited is committed to providing excellent service.