

CUSTOMER SERVICE CHARTER

This document is a sworn declaration that outlines the accountability of staff to deliver service to our customers and what customer can expect from Karibu Kenya Ventures Ltd in all its touchpoints.

Our Vision

A countrywide financial services provider that empowers you.

Our Mission

A provider of digitized financial solutions that meet your dreams.

Our Core Values

1. Embrace Innovation
2. Customer Centric
3. Team Spirit
4. Ethical

What to Expect From Us

Karibu is committed to provide efficient and high quality service. To achieve this, we endeavor to:-

- Act honestly, fairly and with due care on our dealings with you.
- Uphold transparency and accountability at all time.
- Be courteous, respectful and consistent.
- Provide clear and accurate information about our credit facilities.
- Respect client confidentiality at all times.

Our Commitment to Serve

We will continuously work towards improving the Standards of Service. Our relationship with customers will be guided by the following key strategic pillars:

Simplicity

Our services are created through understanding the need and expectation of customer, we strive to communicate our service offering in a simple and clear tone.

Speed

Deliver our services in an efficient and seamless manner.

Trust

We endeavor to deliver a transparent customer experience.

Affordability

We endeavor to offer financial solutions that are competitively priced and of high quality.

Service requests will be responded as follows:

Product & Services	Turn Around Time
Auto Logbook secured Loans Ksh. 1M and below	3 Business days
Auto Logbook secured Loans Ksh 1M and above	7 Business days
Loan secured with Land Tittle Deeds	1 Month
Advance Booster & IPF Loans	2 Business days
KaribuKash Loans	1 Business day

Customer Support	Turn Around Time
Acknowledge all written correspondence	3 Business days
Acknowledge all electronic communication	2 Business days
Return telephone calls and/or respond to telephone messages	1 Business day
Be available to answer your queries by telephone, email, social media or in person at our offices	8:00am - 5:00pm Monday to Friday Saturday 9:00am-12:00 noon

Assist us Serve you Better by:

- Treating our staff courteously.
- Providing us with accurate information and documentation in a timely manner.
- Providing feedback to help us understand how we are doing and improve our service.

- Acknowledge receipt of your complaint within five business days of being received should it not be otherwise resolved.
- Actively investigate your complaint and respond to you or provide an update after each seven working days until the complaint investigation has been completed and the outcome determined.

We Value Your Feedback

Despite our best efforts, we recognize that we may not always get everything right first time. If you have a complaint, we have a standard procedure to ensure that it is investigated fully and fairly. We will:

How To Reach Us

📞 0709 571 000 Monday to Friday, 8:00am – 5:00pm
Saturday 9:00am-12:00 noon
(Closed on Sundays and public holidays)

📧 0718 177 005 ✉ info@kkvl.co.ke 🌐 www.kkvl.co.ke