

VFR SERVICE CHARTER

Financial Services	Turn Around Time
1. Savings product	
<ul style="list-style-type: none"> • Account opening 	Immediately
<ul style="list-style-type: none"> • Account reactivation 	Immediately
<ul style="list-style-type: none"> • Account balance 	Immediately
<ul style="list-style-type: none"> • Account closure 	Immediately
<ul style="list-style-type: none"> • Refund compulsory savings balance (after filling the free form) 	2 working days
<ul style="list-style-type: none"> • Account statement 	Immediately
2. Loans products	
<ul style="list-style-type: none"> • Individuals loans (after completion of all requirements) 	10 working days
<ul style="list-style-type: none"> • Group loans (after financial literacy trainings and fulfilling all requirements) 	5 working days
<ul style="list-style-type: none"> • FAST loans ((after financial literacy trainings and fulfilling all requirements) 	5 working days
<ul style="list-style-type: none"> • Collateral redemption 	2 working days
<ul style="list-style-type: none"> • Clearance with CRB 	1 working days
<ul style="list-style-type: none"> • Debt pay-off confirmation letter. 	1 working days
<ul style="list-style-type: none"> • A request to check the status of a loan account (e.g., principal balance and installment amount): Verbal: The Bank will disclose the account status/principal balance/installment amount/payment amount and payment due date after the customer verification has been satisfactorily completed. 	Immediately
<ul style="list-style-type: none"> • A request to check the status of a loan account (e.g., principal balance and installment amount): Letter: The Bank 	2 working days

will disclose the account status/principal balance/installment amount/payment amount and payment due date to the customer in writing.	
3. Micro insurance products	
<ul style="list-style-type: none"> • Offer of micro insurance products 	1 working days
<ul style="list-style-type: none"> • Claim ...(after fulfilling all requirements) 	12 working days
4. Complaint Acknowledgment and Handling	
1. Acknowledgement of complaint receipt through the following channels:	
<ul style="list-style-type: none"> • Toll free 	Immediately
<ul style="list-style-type: none"> • Website 	1 working day
<ul style="list-style-type: none"> • Email 	1 working day
<ul style="list-style-type: none"> • Face to face at the Head Office or Branch 	Immediately
<ul style="list-style-type: none"> • Complaint register 	Immediately
2. Notification of the closure, or progress on resolution of the complaint through all channels:	
<ul style="list-style-type: none"> • The Bank will notify the complainant on progress towards resolving the complaint and expected completion timeline if the complaint has not yet been resolved. 	2 working days
<ul style="list-style-type: none"> • In case, a complaint requires further investigations to be carried by internal audit team, MFI will provide weekly update to the clients until the issue is closed. 	Weekly

5. Digital services (Mobile money- Agency banking-M-Hano	
<ul style="list-style-type: none"> • Mobile banking registration for individual clients 	Immediately
<ul style="list-style-type: none"> • Mobile banking registration for group members (after completing the training and all other requirements) 	2 working days
<ul style="list-style-type: none"> • Request to reset password on M-Hano (*530#)-after filling the form 	1 working day
<ul style="list-style-type: none"> • Check the balance 	Immediately
<ul style="list-style-type: none"> • Complaints for funds transfers via electronic channels, i.e. Mobile Banking, but there are errors causing non-receipt of cash, the Bank will investigate the matter, notify the customer of the result and correct the transaction (if any) 	1 working day
<ul style="list-style-type: none"> • Request to investigate a funds transfer to the wrong account within bank (excluding case where there is suspicion of fraud or corruption): The Bank will investigate the matter and notify the customer of the result. 	1 working day
6. Other services	
<ul style="list-style-type: none"> • Clearance letter 	1 working day
<ul style="list-style-type: none"> • Tools for VFR agent 	3 working days

