



# Your Opinion / Counts /



**Stanbic Bank** Moving Forward™  
A member of Standard Bank Group

# Service Experience Feedback Form

At Stanbic Bank we are committed to offering you a pleasant service experience. To help us improve our service delivery to you please share your feedback by filling this form and return it to any bank official at any of our branches or email us at [customercare@stanbic.com](mailto:customercare@stanbic.com) or call us on Tel: 0711068888/020 3268888.

DD/MM/YY

Date: \_\_\_/\_\_\_/\_\_\_\_\_

Branch/service point visited:\_\_\_\_\_

**Please capture your feedback, complaint or compliment below**

**Please share with us your contacts**

Name:\_\_\_\_\_

Account No:\_\_\_\_\_

Phone No:\_\_\_\_\_

Email:\_\_\_\_\_

For bank officer's use:

Signature/user stamp:\_\_\_\_\_

## How long will it take us to get back to you?

We will endeavor to get back to you within 48 hours (business days). Where it remains unresolved for a longer period, the Bank shall provide you with updates every 48 hours (business days) except in instances where you have expressly requested to be updated after a longer period. However, this must not exceed 14 days (business days).

In instances where you have written to our Customer Care Centre via email, you will immediately receive an acknowledgement with a unique reference number.

## What if you are not satisfied with our feedback?

If you are still unhappy with the resolution of your query and wish to engage further, you can write to either of the following:

- **Customer Experience Manager on:**  
CSB\_CustomerExperience@stanbic.com
- **Managing Director on:**  
ManagingDirector@stanbic.com

## Important information

Please note that calls made to the Bank will be at your cost as prescribed by your Mobile Network Operator. For the customer's benefit and ease of reference, all calls to our Customer Care Centre are recorded.



## OUR BRANCH LOCATIONS

Nairobi Branches		
Address	Telephone	Office Hours
Chiromo Branch Stanbic Centre	Tel: 20 363 8000 Tel: 20 326 8000 Fax: 20 375 2907	Mon - Sat: 8:30 - 17:00 Sat: 8:30 - 12:00 Sun and Public Holidays: Closed
Karen Branch 1st Floor, Galleria Mall	Tel: 20 363 8091 Tel: 20 326 8000	Mon - Sat: 08:00 - 20:00 Sun: 10:00 - 16:00 Public Holidays: Closed
Kenyatta Ave Branch Stanbic Bank Building Kenyatta Ave Branch	Tel: 20 326 8615 Tel: 20 326 8624	Mon - Fri: 08:00 - 20:00 Sat: 08:30 - 12:00 Sun and Public Holidays: Closed
Harambee Ave Branch CBK Pension Fund Building	Tel: 20 326 8555 Tel: 20 326 8560	Mon - Fri: 08:30 - 17:00 Sat: 08:30 - 12:00 Sun and Public Holidays: Closed
Industrial Area Branch Kenply House Dar es Salam Road	Tel: 20 398 4100 Tel: 20 326 8000 Fax: 20 555 921	Mon - Fri: 08:30 - 17:00 Sat: 08:30 - 12:00 Sun and Public Holidays: Closed
International House Branch International House, City Hall Way	Tel: 20 363 8353 Tel: 20 326 8000	Mon - Fri: 08:30 - 17:00 Sat: 08:30 - 12:00 Sun and Public Holidays: Closed
Upperhill Medical Centre Ralph Bunche Road	Tel: 20 363 8745 Tel: 20 363 8731	Mon - Fri: 08:30 - 17:00 Sat: 08:30 - 12:00 Sun and Public Holidays: Closed
Waiyaki Way Branch Lion Place Building Westlands	Tel: 20 425 8000 Tel: 20 326 8000 Fax: 20 444 8778	Mon - Fri: 08:30 - 17:00 Sat: 08:30 - 12:00 Sun and Public Holidays: Closed
Buru Buru Branch KNLS Building along Mumias South Road Buru Buru Shopping Centre	Tel: 20 363 8053 Tel: 20 363 8050 Fax: 20 277 8005	Mon - Fri: 08:30 - 17:00 Sat: 08:30 - 12:00 Sun and Public Holidays: Closed
Warwick Branch Warwick Centre, Ground Floor UNEP Avenue	Tel: 20 326 8073 Tel: 20 326 8000	Mon - Fri: 08:30 - 17:00 Sat: 08:30 - 12:00 Sun and Public Holidays: Closed
Garden City Branch Garden City Mall, Ground Floor	Tel: 20 363 8860-9 Tel: 20 326 8000	Mon - Fri: 08:00 - 17:00 Sat: 08:30 - 12:00 Sun and Public Holidays: Closed <i>Digital Centre available 24hrs &amp; 7 days a week</i>
Westgate Branch 2nd Floor, Westgate Mall, Mwanzi Road	Tel: 20 326 8000 Tel: 20 363 8000	Mon - Sat: 08:00 - 20:00 Sun: 10:00 - 16:00 Public Holidays: Closed
The Hub Branch The Hub Mall, First Floor	Tel: 20 326 8000 Tel: 20 326 8000	Mon - Sat: 8:00 - 20:00 Sun: 10:00 - 16:00 Public Holidays: Closed <i>Digital Centre available 24hrs &amp; 7 days a week</i>
Gikomba Branch Mumbai Shopping Complex Digo Road	Tel: 20 363 8066-15 Tel: 20 326 8000	Mon - Fri: 07:00 - 16:00 Sat: 07:00 - 12:00 Sun and Public Holidays: Closed
Mombasa Branches		
Malindi Branch Ground Floor Oasis Mall	Tel: 42 212 3000 Tel: 42 212 3287	Mon - Fri: 08:30 - 17:00 Sat: 08:30 - 12:00 Sun and Public Holidays: Closed
Digo Road Branch Stanbic Bank Building	Tel: 41 212 3000 Tel: 41 212 3200 Fax: 41 212 3230	Mon - Fri: 08:30 - 17:00 Sat: 08:30 - 12:00 Sun and Public Holidays: Closed <i>Digital Centre available 24hrs &amp; 7 days a week</i>
Nyali Branch, Nyali Centre Mall New Malindi Road	Tel: 41 212 3000 Tel: 41 212 3200	Mon - Fri: 08:30 - 17:00 Sat: 08:30 - 12:00 Sun and Public Holidays: Closed <i>Digital Centre available 24hrs &amp; 7 days a week</i>
Naivasha Branch		
Naivasha Branch Heritage House, Moi Road	Tel: 20 326 8758 Tel: 20 326 8000	Mon - Fri: 08:30 - 17:00 Sat: 08:30 - 12:00 Sun and Public Holidays: Closed
Nakuru Branch		
Nakuru Branch, Nakuru Coffee House on Moi / Kenyatta Junction	Tel: 51 221 1848 Tel: 20 326 8000	Mon - Fri: 08:30 - 17:00 Sat: 08:30 - 12:00 Sun and Public Holidays: Closed
Nanyuki Branch		
Nanyuki Branch, Ground Floor New Nanyuki Mall	Tel: 20 326 8741 Tel: 20 326 8000	Mon - Fri: 08:30 - 17:00 Sat: 08:30 - 12:00 Sun and Public Holidays: Closed <i>Digital Centre available 24hrs &amp; 7 days a week</i>
Thika Branch		
Thika Branch Along Kenyatta Highway Opp Tusky's	Tel: 20 363 8840 Tel: 20 326 8000	Mon - Fri: 08:30 - 17:00 Sat: 08:30 - 12:00 Sun and Public Holidays: Closed
Meru Branch		
Meru Branch, Hart Towers Junction Njuri Ncheke and Kenyatta Highway	Tel: 20 326 8726 Tel: 20 326 8000	Mon - Fri: 08:30 - 17:00 Sat: 08:30 - 12:00 Sun and Public Holidays: Closed
Eldoret Branch		
Eldoret Branch, Zion Mall Uganda Road	Tel: 0732113000 Tel: 0711068000 Tel: 20 326 8000	Mon - Fri: 08:30 - 17:00 Sat: 08:30 - 12:00 Sun and Public Holidays: Closed
Kisii Branch		
Kisii Branch, Uhuru Plaza Ground Floor	Tel: 0711 068 070 Tel: 20 326 8000	Mon - Fri: 08:30 - 17:00 Sat: 08:30 - 12:00 Sun and Public Holidays: Closed
Kisumu Branch		
Kisumu Branch Jubilee Insurance Houses, Angao Road	Tel: 57 2020554 Tel: 20 326 8000	Mon - Fri: 08:30 - 17:00 Sat: 08:30 - 12:00 Sun and Public Holidays: Closed