

Complaints Management Process

We promise to confirm receipt and resolution of your complaint within 2 working days. Most complaints get resolved immediately, complex complaints will take us between 2 to 7 working days.

If your complaint is not resolved within 7 working days, we will provide you with a status update.

What if you are not satisfied with our feedback?

In the event you are still unhappy with the resolution please send an email to:

headcustomerexperience@stanbic.com or
chiefexecutive-KENYA@stanbic.com

Important information

Please note that calls made to the Bank will be at your cost as prescribed by your Mobile Network Operator.

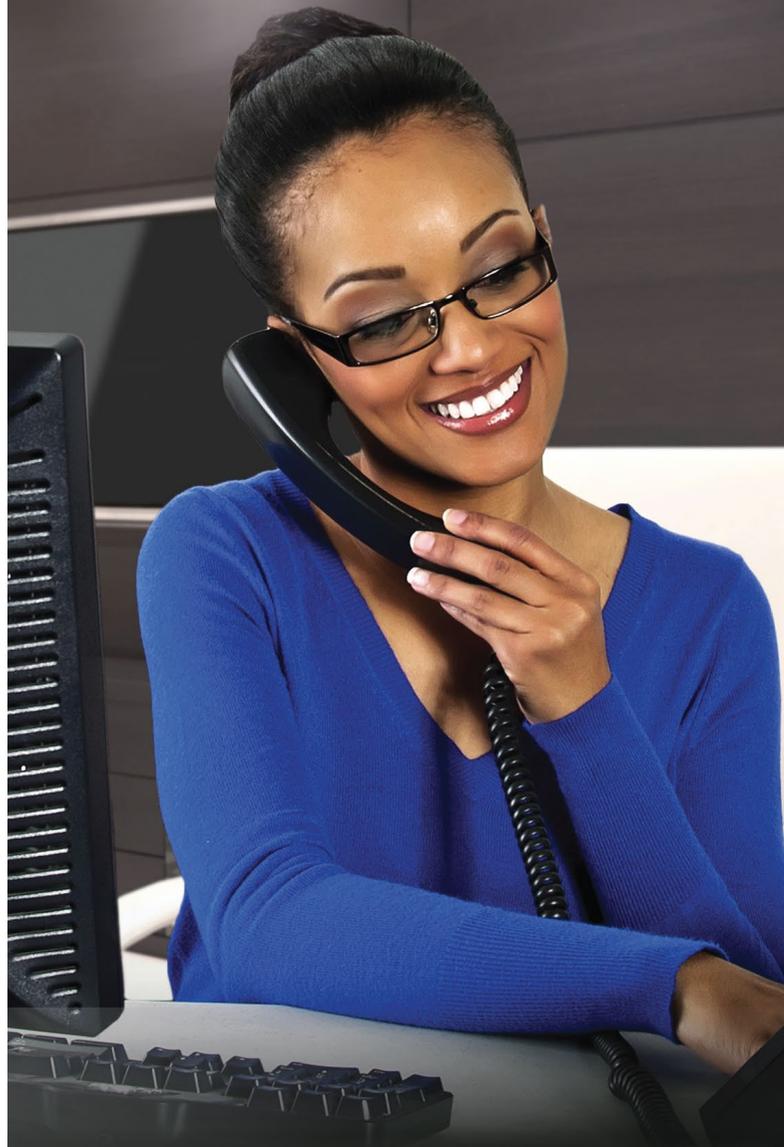
For your benefit and ease of reference, all calls to our Customer Care Centre are recorded.



Send your comments, feedback, and suggestions on our services & products to customercare@stanbic.com or call us on +254 711 068 888 / 254 20 3268888



Your Opinion / Counts



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 Digital Centre available 24 hrs & 7 days a week
Karen Branch 1st Floor, Galleria Mall	Tel: 20 363 8091 Tel: 20 326 8000	Mon - Fri: 08:30 - 17:00 Sat: 08:30 - 12:00 Sun and Public Holidays: Closed Digital Centre available 24 hrs & 7 days a week
Kenyatta Ave Branch Stanbic Bank Building Kenyatta Ave Branch	Tel: 20 326 8615 Tel: 20 326 8624	Mon - Fri: 08:30 - 17:00 Sat: 08:30 - 12:00 Sun and Public Holidays: Closed Digital Centre available 24 hrs & 7 days a week
Industrial Area Branch Kenply House Dar es Salam Road	Tel: 20 398 4100 Tel: 20 326 8000	Mon - Fri: 08:30 - 17:00 Sat: 08:30 - 12:00 Sun and Public Holidays: Closed Digital Centre available 24 hrs & 7 days a week
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 Digital Centre available 24 hrs & 7 days a week
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 Digital Centre available 24 hrs & 7 days a week
Waiyaki Way Branch Lion Plaza Building Westlands	Tel: 20 425 8000 Tel: 20 326 8000	Mon - Fri: 08:30 - 17:00 Sat: 08:30 - 12:00 Sun and Public Holidays: Closed
Buru Buru Branch KNL-S Building along Mumbias South Road Buru Buru Shopping Centre	Tel: 20 363 8053 Tel: 20 363 8050	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 Digital Centre available 24hrs & 7 days a week
Westgate Branch 2 nd Floor, Westgate Mall, Mwanzi Road	Tel: 20 326 8000 Tel: 20 363 8000	Mon - Fri: 08:00 - 17:00 Sat: 08:30 - 12:00 Sun and Public Holidays: Closed Digital Centre available 24 hrs & 7 days a week
The Hub Branch The Hub Mall, First Floor	Tel: 20 326 8000 Tel: 20 326 8000	Mon - Fri: 08:30 - 17:00 Sun: 10:00 - 16:00 Public Holidays: Closed Digital Centre available 24hrs & 7 days a week
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 Digital Centre available 24 hrs & 7 days a week
Mombasa Branches		
Changamwe Branch Airport Centre Mall – Ground Floor	Tel: 0711 068 000 Tel: 0711 068	Mon - Fri: 08:30 - 17:00 Sat: 08:30 - 12:00 Sun and Public Holidays: Closed Digital Centre available 24 hrs & 7 days a week
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 Digital Centre available 24 hrs & 7 days a week
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 Digital Centre available 24 hrs & 7 days a week
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 Digital Centre available 24 hrs & 7 days a week
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 Digital Centre available 24 hrs & 7 days a week
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 Digital Centre available 24 hrs & 7 days a week
Thika Branch		
Thika Branch Along Kenyatta Highway Opp Tusksys	Tel: 20 363 8840 Tel: 20 326 8000	Mon - Fri: 08:30 - 17:00 Sat: 08:30 - 12:00 Sun and Public Holidays: Closed Digital Centre available 24 hrs & 7 days a week
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 Digital Centre available 24 hrs & 7 days a week
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 Digital Centre available 24 hrs & 7 days a week
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 Digital Centre available 24 hrs & 7 days a week

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 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: _____