

CUSTOMER COMPLAINT FORM



Lodging a complaint is free of charge. You may complete this form yourself or ask our staff to help you. Details of how to escalate a complaint provided below.

Item	Complainant's Entry
Salutation	Mr. ☐ Mrs ☐ Dr. ☐ Prof. ☐ Miss ☐ Others ☐
Name	
Mobile	
Email	
Address	
Loan or account number and product	
Preferred contact method	Email ☐ Telephone ☐
Preferred contact language	English ☐ Swahili ☐
Assistance or accessibility needs	
Representative (if any): name, contact details and written authority attached	Yes ☐ No ☐
Request Confidentiality	Yes ☐ No ☐ (your details will be shared only with those who need them to handle the complaint)
Branch, department, employee or third party complained about	
Date of the incident	
Nature of Grievance (give a brief description)	
What is the harm caused by the grievance?	
How would you wish the grievance to be addressed?	
Has this issue been raised before?	Yes ☐ No ☐
Please provide the name of the person to whom the issue was raised?	
For assisted or oral complaints: confirmation that the complaint was read back and explained to me	Name and signature of complainant:
Date	
Sign	

Privacy notice. FinCredit® will use the information on this form only to receive, investigate and resolve your complaint, to keep the records required by the Central Bank of Kenya and to report complaints statistics. It will be shared only with those who need it, including the Central Bank of Kenya where required by law, and kept for the period stated in our Data Protection Policy. You may exercise your data protection rights through our Data Protection Officer.

If you are not satisfied with our response, or your complaint is not resolved within 30 days, you may complain to the Central Bank of Kenya at **Physical Address:** Haile Selassie Avenue, Nairobi, Kenya, **Mailing Address:** P.O. Box 60000 – 00200, Nairobi, Kenya, **Telephone Numbers:** +254 20 286 0000 or **Email:** comms@centralbank.go.ke. Complaints about the handling of your personal data may be made to the Office of the Data Protection Commissioner. Complaints about unfair or misleading trade practices may be made to the Competition Authority of Kenya. You may also seek remedies in court. Making a complaint is free and will not affect how we treat you.

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FOR OFFICIAL USE – ACKNOWLEDGEMENT SLIP (to be given to the complainant)

Complaint reference number	
Date and time reported	
Received by (name and signature)	
Resolution due by (within 30 days)	
Contact: disputeresolution@fincredit.co.ke 0709000390 - 0709000399	