



**DIB Bank Kenya**

A subsidiary of Dubai Islamic Bank PJSC

## **DIB BANK COMPLAINTS RESOLUTION**

DIB Bank is committed to providing high standards of service to all our customers. We seek to meet customers' financial needs by offering quality financial advice, products and services. All customers shall be treated equitably, honestly and fairly at all stages of their relationship with the Bank.

If the Bank does not meet your expectations, kindly do get in touch and we will endeavor to address any shortfalls in our service delivery. DIB Bank aims to resolve all issues to your satisfaction, in an efficient manner.

The outlined DIB Bank complaints resolution guidelines are for information purposes only, and are not intended to, and do not create any legal binding rights or obligations.

### **We are committed to listening and resolving Issues you raise with us**

<b>Service Point</b>	<b>Resolution Timelines</b>
<b>Issues raised through any of our touchpoints - branch, telephone, email or social media</b>	Same Day resolution if there is no follow-up required
	Resolution within 2 business days from initial day of lodging complaint for issues where follow-up is required
	If issue is complex and requires more time for investigation, customer will be advised of a new resolution date, within which a response will be made. Progress updates will be provided accordingly, and issue should be closed within 30 days.

DIB Bank will actively seek feedback, views, thoughts and suggestions on how we can serve our customers better.

## **DIB Bank Kenya Customer Service Contact Details**

All inquiries, feedback and comments should be addressed to us using the following contacts: -

Telephone: + 254 709 913000 / + 254 20 5131300

Email: [contactus@dibkenya.co.ke](mailto:contactus@dibkenya.co.ke)

Website: [www.dibkenya.co.ke](http://www.dibkenya.co.ke)

Twitter: [DIBBank\\_Ke](https://twitter.com/DIBBank_Ke)

Facebook: [DIB Bank Kenya Limited](https://www.facebook.com/DIBBankKenya)

## **DIB Bank Contact Centre Operating Hours:**

Our Contact Centre is operational;

- Weekdays from 8am to 6pm
- Saturdays from 9am to 1pm
- We are closed on Sundays and Public Holidays

**NOTE: Card related issues are fully supported on a 24 hour, 7 days a week, basis - call us on the above provided telephone contacts.**