



AIRPORTS SACCO SERVICE CHARTER

Our Commitment

This Customer Service Charter is our formal commitment and promise to provide you with services that meet your expectations. We are committed to meet and even exceed your expectations.

Our Obligation

We shall endeavor to provide you with high quality service by:

1. Communicating effectively
2. Acting on any feedback relayed and prompt response
3. Providing accurate, complete and up-to-date information.
4. Having competent staffs that are knowledgeable about our products and services.
5. Being polite and courteous.

Your Obligations

1. Providing accurate and complete information in all your communication to the Sacco
2. Treating our staff with courtesy and respect
3. Service for the loans taken and pay interests timely
4. Abiding by the rules governing the operations of the Sacco
5. Contribute your feedback through email, website, suggestion box and social media

Member Rights

1. To receive all legitimate information relating to the Sacco: By Laws, minutes of AGM and financial report
2. To demand for an official receipt for any fee paid for obtaining our services
3. To obtain forms or application documents free of charge

OUR PROMISE TO MEMBERS

When you call us we will:

1. Aim to answer your call promptly (within the 3rd ring) and be ready and willing to serve.
2. Let you know who you are speaking to.

3. Remain polite, courteous and friendly.

When you email or write to us we will:

1. Provide an initial response within 24 hours and respond to letters within 3 working days.
2. Let you know who is dealing with your enquiry.

When you contact us via social media (Face book & Twitter) we will:

1. Provide an initial response within three hours and follow-up on an agreed action.

When you apply for an ATM card, we will:

1. Have the ATM cards at the branch ready for collection within 21 working days.

When you need Information from us, we will:

1. Ensure that we provide you with accurate, complete and up-to-date information.
2. Ensure that our website and web portal are up to date accessible.

When you have complaint about our service, we will:

1. Provide an acknowledgement and initial response within 24 hours.
2. Resolve the complaint within a maximum of 5 working days.
3. Resolve customer complaints fairly, consistently and promptly within a maximum of 5 working days.
4. Actively seeking your thoughts and suggestions on how we can better serve you. We welcome any feedback which you may have and share via online form on our website.

FOSA Services

We shall provide the following FOSA services within 20 minutes.

1. Over the counter withdrawals
2. Cash and cheque deposits
3. Issuance of processed ATM cards
4. General enquiries
5. ATM card blocking-**immediately**

We shall provide the following other services within a day

1. New Account opening.
2. Membership registration
3. Standing order instruction processing
4. Salary processing
5. M-banking Activation

6. Refund upon overpayment of loans

Credit facilities and personal Loans

1. **Short term loans (secured by salary, deposit & guarantors)**- within one (1) day
2. **Long term loans (secured by deposit & guarantors)**-within two (2) days.
3. **Loans secured by collateral (land & Motor Vehicle)**- within one month

N/B: We will endeavor to process applications within the stipulated timeline upon receipt of complete documentation.

We shall provide the following services within an hour

1. ATM PIN unblocking – Contact 0715843888
2. Dormant account activation
3. Internal Funds Transfer
4. Request for personal information and change.
5. Request for clearance certificate upon clearance of outstanding loan(s)

We are open

BOSA: Monday – Friday 8.00 AM to 5.00 PM

FOSA: We are open Monday – Friday 8.30 PM to 4.30 PM

First and the last Saturday of every month-9.00 AM-12.00 Noon

TO CONTACT US

FOSA Office Telephone: +254 715 843 888

BOSA Office Telephone: +254 717 243 119

E-mail: info@airportssacco.co.ke OR bosa@airportssacco.co.ke

Thank you for giving us an opportunity to serve you.