

COMPLAINTS RESOLUTION GUIDELINES

At DTB, customer centricity emanates from the first point of contact with the customer and is widespread to all the subsequent points of customer interaction with the bank.

We have a dedicated Customer Experience Department (CX) whose primary mandate is to facilitate the delivery of consistent exceptional customer experience to the Bank's customers at all times.

However, at any point in time if you feel you were not served as per your expectations, we have various channels through which you can raise your concerns and we promise to offer a better experience.

HOW CAN YOU REACH US?

1. Visit any of our branches and have a direct interaction with a bank staff
2. Contact Centre (available 24/7) – 0719 031 888 / 0732 121 888
3. Email – contactcentre@dtbafrica.com
4. Social media:
 - a. Facebook handle (<https://www.facebook.com/DTBduo>)
 - b. Twitter handle (<https://twitter.com/DTBduo>)
5. DTB website - <https://dtbk.dtbafrica.com/contact-us>

RESOLUTION TIMELINE

While we promise to make every effort to resolve your complaint within the first 48 hours, we recognize that some complaints may take longer than usual. To this end:

- A service champion will acknowledge your complaint within 24 hours upon receipt.
- We will keep you informed on the status of the complaint and expected time of resolution if not resolved within the 7 working days with a reason for delay.
- If the issue is not resolved within 7 working days, we will keep you updated on any developments every 7 days until closure.

ESCALATION OF COMPLAINTS

In case you are not satisfied with the resolution given, or feel your concerns have not been addressed, you can escalate your complaint to:

Head of Customer Experience

Email: contactcentre@dtbafrica.com

P.O. Box 61711 – 00200

Nairobi, Kenya