



## **CUSTOMER SERVICE CHARTER**

### **INTRODUCTION**

This Service Charter is a commitment by Stima Investment Co-operative Society Limited to improve service delivery to our customers and all our stakeholders at large.

### **VISION STATEMENT**

Innovative in Wealth Creation.

### **MISSION STATEMENT**

To invest our members' funds in the most viable and secure ventures through prudent management of resources to secure maximum returns, growth and sustainability.

### **CORE VALUES**

As a Society we are dedicated to excellence in provision of high quality professional services to all our customers. The Society is committed to upholding the following Core Values as the guiding principles while undertaking its operations:

#### **Innovative**

We are innovative in meeting our customers' current and changing needs while taking calculated risks in wealth creation.

#### **Caring**

We care about our customers' lives and investments and we are passionate in ensuring that they are secured and grown.

#### **Team work**

We work hard together as a team, because we understand that we are all critical to the success of SIC, Each role matters.

#### **Professionalism**

We shall ensure we remain professional in all our dealings both in our internal and external stake holders.

## **OUR STRATEGIC PARTNERS**

1. Kenya Power
2. KENGEN-Kenya Generating Power Co.
3. Energy Regulatory Commission (ERC)
4. Oryx energy
5. Aggreko
6. Tsavo Thermal Power Station
7. Kenya Electricity Transmission Co.(KETRACO)
8. Geothermo Development Company(GDC)
9. Stima Sacco
10. General Public and Groups

## **OUR CORE BUSINESS**

Arising from our mandate, our Core business include:

1. Real Estate development
2. Land buying and selling
3. Insurance Agency services
4. Investment in the energy estate agency
5. Trading in Money and Equity markets
6. Property and facility management
7. Partnerships and joint ventures for big projects

## **OUR FUTURE**

1. Sustain business growth through products diversification
2. Enhanced customer experience

## **OUR PLEDGE TO YOU**

We will:

1. Provide friendly and reliable service by qualified staff;
2. Use your feedback as an opportunity to learn and improve our service delivery;
3. Welcome all complaints and address issues promptly;
4. Attend to you promptly and courteously;
5. Answer the phone within the first three rings and if we cannot deal with your call immediately, an interim response can be expected;
6. Acknowledge receipt of your e-mail within 48 hours subject to availability of connectivity;
7. Treat your concerns seriously and with confidentiality; and
8. Wear an official name tag that clearly identifies the staff number

## **CUSTOMER'S OBLIGATIONS**

1. To treat staff with respect and courtesy;
2. To never attempt to compromise the integrity of the Society's staff;
3. To communicate their issues clearly in order to enable our staff deliver services satisfactorily;
4. To be honest and ethical in your dealings with us;
5. To provide us with clear feedback about our services within reasonable time frames;
6. To ensure that the letters you send to us are correctly addressed, including the correct postal code, and to provide us with complete contact information to enable us to respond promptly;
7. To report any observed irresponsibility, impropriety and corruption or favors by our staff;
8. To comply with directions or instructions given by our authorized staff and;
9. To abide to legal requirements and other obligations that you must meet in order to be eligible for payments or services sought.

## **COMPLAINTS FEEDBACK AND SUGGESTIONS**

We welcome any feedback including complaints, recommendations and suggestions about making improvements to our services. Feedback can be made in writing via letter, fax, e-mail, telephone or by completing the feedback form and returning it to the Reception Desk.

Complaints may be lodged with any staff or Customer Service Office (CSO) in person, via telephone call, letter or email. In the event the complaint/issue is outside the Society jurisdiction, the Society endeavors to resolve the matter within 90 days/reasonable time.

## **COMPLAINTS FEEDBACK AND SUGGESTIONS**

We welcome any feedback including complaints, recommendations and suggestions about making improvements to our services. Feedback can be made in writing via any channel as long as it reaches the office but not limited to a letter, e-mail, telephone call or by completing the feedback form and returning it to the Reception Desk.

### **Contacts**

Visit us at Stima Investment Plaza 1, 5th Floor, Mushembi Road, Parklands, Nairobi.

**Tel:** +(254) 709 495 000, +(254) 713 905 195  
and +(254) 731 298 917

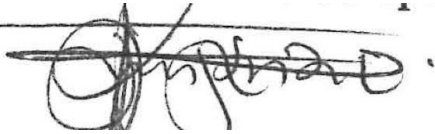
**E-mail:** [customercare@stimainvestment.co.ke](mailto:customercare@stimainvestment.co.ke)

**OR** [diaspora@stimainvestment.co.ke](mailto:diaspora@stimainvestment.co.ke) - **For Diaspora Members only**

The Board of Directors, Management and Staff of the Society look forward to working with all our customers and stakeholders to provide quality services that meet and surpass expectations. We promise to constantly review our Service Charter to ensure that our clients' needs are addressed adequately.

This Service Charter is issued under the authority of the Board of Directors.

**For: Stima Investment Co-operative Society**

A handwritten signature in black ink, appearing to read 'Jonathan Kinyenze', is written over a horizontal line. The signature is stylized and somewhat cursive.

**Jonathan Kinyenze**  
**CHIEF EXECUTIVE OFFICER**