

Customer Service Delivery Charter

Service Rendered	Customer requirement	Timelines
Customer Correspondence	Office opening hours	<ul style="list-style-type: none"> ▶ Monday to Friday: 8.15 – 5.00 p.m. ▶ Saturday: 8.30 a.m. – 12.30 p.m.
	Incoming calls	<ul style="list-style-type: none"> ▶ 24/7 ▶ Call response within 3 rings
	In Person Enquiry - Walk In	<ul style="list-style-type: none"> ▶ Served within 5 minutes of arrival
	Written communication - Email and Letters	<ul style="list-style-type: none"> ▶ Replied within 2 working day
	Social Media	<ul style="list-style-type: none"> ▶ Same day
Complaints, Compliments and Suggestions handling	Suggestion Box, Telephone, Written Communication, In Person Submission	<ul style="list-style-type: none"> ▶ Acknowledge receipt within 2 working days ▶ Resolve client's complaint within 15 days of receipt
Claims notification & acknowledgement	Claim form, police abstract (accidents)	<ul style="list-style-type: none"> ▶ 1 day upon submission of executed claim form and attachments.
Claim settlement	Signed Discharge Voucher & give Bank account details (EFT)	<ul style="list-style-type: none"> ▶ 7 days upon receipt of a duly signed Discharge Voucher and bank details.
Our contact	<p>Email: rwanda@britam.com, Customer Complaint email: complaintshandling@britam.com Contact number: +250 788 198 000, Mobile: +250 722 316 016 / 788 316 016 Social media: @BritamRwanda, Website: www.rw.britam.com</p>	