

# CIC ASSET MANAGEMENT LTD CUSTOMER SERVICE CHARTER



CIC Asset Management Limited (CICAM) is a subsidiary of CIC Group Limited. It is licensed by both CMA and RBA to provide Investment Advisory and Fund Management services.

## **Our Purpose**

Enable people achieve financial security.

## **Our Vision**

To be a world class provider of insurance and other financial services.

Our commitment to our slogan, *"We keep our word"* is what makes us the leading Investment Advisory and Fund Management Company in Kenya and the reason why our customers have chosen us among other companies.

We promise to:

- Respond to client enquiries immediately but not later than 24 working hours.
- Provide timely & professional service to all walk-in customers on a first come basis.
- Issue client statements by the 5th working day of the month.
- Process client investments within 24 working hours.
- Process fund switches within 24 working hours.
- Transfer client's funds within 24 - 48 working hours.
- Respond to customer complaints/feedback immediately but not later than 24 working hours.

## **FOR QUERIES CONTACT**

Customer Care on **020 282 3322/ 0703 099 322**

## **FOR COMPLAINTS CONTACT**

- Complete a complaint form on our website <https://cic.co.ke/complaints/>
- Call us on **0703099120**
- Write to us through P.O. Box **59485-00200** Nairobi
- Email us on **callc@cic.co.ke**
- In person by speaking to any of our customer service staff.

All complaints will be acknowledged within 1 working day.