

Customer Service Charter



Our Commitment to You

- We will treat you fairly with courtesy and professionalism.
- We will be transparent with you, giving you clear, complete, accurate, consistent information at all times about our products and services to help you in decision making.
- We will hold all your information securely and confidentiality while upholding all laws and regulations of Kenya.
- We will give you feedback to all enquires and complaints within 48 hours.

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Faulu 
A MEMBER OF THE  **OLDMUTUAL** GROUP