

## **GRIEVANCE REPORTING**

Stakeholders are encouraged to lodge grievances in writing through a letter, email or through this platform. The following email address should be used to lodge such written grievances [jafaricredit@centum.co.ke](mailto:jafaricredit@centum.co.ke)

Grievances may also be lodged via telephone through the Call Centre or verbally in any of our branches countrywide

We are committed to making a prompt and thorough response to any submission received.

We will acknowledge all messages within two (2) working days and have a full response within five (5) working days.