



Guaranty Trust Bank (Rwanda) plc

# **CUSTOMER SERVICE CHARTER**

## **GUARANTY TRUST BANK (RWANDA) PLC**

**About Guaranty Trust Bank (Rwanda) plc**

Guaranty Trust Bank (Rwanda) plc is a subsidiary of Guaranty Trust holding Company plc (GTCO), a foremost financial institution with 11 subsidiaries spanning West Africa, East Africa, and the United Kingdom GTBank (Rwanda) Plc has a very strong service culture with 14 branches across the 4 provinces and the capital city, Kigali in Rwanda.

Customers Experience is an important part of our business strategy. Our customers remain critical and key stakeholders in our business and we shall ensure a fair treatment of all our customers forms an integral part of our business processes. In keeping with our vision to deliver the utmost in customer service.

In adopting Customer Experience principle, we recognize that fair treatment of our customers is about adding value to the service we offer by aiming to:

- Protect the interests of our customers at each stage of the customer journey, from promotion right through to after sales service.
- Meet as best as we can the unique needs of each customer by offering transparent, efficient and professional service, and constantly reviewing our service to identify areas for improvement.
- Ensure uniformity, completeness and consistency in the performance of customer centric activities.

**Key commitments****Reliable and Quality Services**

GTBank (Rwanda) Plc is committed, at all times, towards maintaining the customers' best interests as the governing influence in the provision of our financial services. To ensure optimal functionality of all the Bank's applications. To ensure that all employees including temporary employees are fully governed by and imbibe the bank's Orange rules. To ensure our products are easily understood and designed to meet specific customer needs. To provide our customers with clear and adequate information about the products and services we offer, including fees and charges thereby enabling them make informed choices. To ensure that effective and adequate structures are in place for the resolution of customer complaints in a fair and timely and efficient manner

We recognize that both the Bank and its customers will derive optimal benefits from a best customer experience by paying due attention to the interests of our customers and treat them fairly, conducting our business with integrity and managing conflicts of interest fairly.

**Fairness and transparency**

All documents and terms used in all our communications with our customers shall be honest, simple, legible, professional, timely and easily understood. We are also committed at all times, in ensuring that any disclosure of our products and services, is fair and accurate. We shall not for this purpose engage in deceptive, misleading or false representations with regards to the products and services we provide.

**Security**

We recognize that the privacy of our Customers' personal and financial information is a fundamental element of public trust and confidence in our online financial service. We are well

aware of our Customers' online privacy concerns and as such, adopt responsible privacy standards to provide our Customers with privacy protections in the online environment. Please view our privacy policy for further details of our commitment towards ensuring our Customers' privacy.

**Service Delivery**

At Guaranty Trust Bank, we understand the importance of timely access to funds and support for our valued Customers. With this service charter GTBank (Rwanda) Plc sets out our commitment to provide you, our customer, with the service you can expect. We aim to provide quality service and assistance to our customers to meet their different banking needs. We recognize that there will always be room for improvements, and as we establish new and better ways of working, we will formalize processes and procedures.

**Bank Divisions****TSG**

Category	Working days
Account opening	10-30min
Account closure	1-2 working days
Account details modification	1-10min
Account statement	3-10min
Account status (balance, transaction, active and inactive)	1-10min
Deposits in customer account	3-10min
Account reactivation	3-10min
Account alert issues (SMS or e-mails)	instant
Charges on transaction alerts	instant
Others	instant
Push to Bank (Linked Account)	3-10min
Pull from Bank (Linked Account)	3-10min
Wallet to wallet	3-10min
School fees payment	3-10min
Tax payment	3-10min
Water payment	3-10min
Merchant payment service	3-10min
Other payment to Government services (Irembo_TBD)	3-10min
Electricity purchase	3-10min
TV Subscription services	3-10min
Airtime purchase	3-10min
Others	3-10min
Aim to serve the majority of Customers at the appointed time in all our Branches (general enquiries)	3-10min
Cash withdraw at the Western Union counter (Send/receive), MoneyGram (Send/receive), Ria(receive), World remit(receive)	3-10min
Cash withdraw at the Western Union counter (Send/receive), MoneyGram (Send/receive), Ria(receive), World remit(receive)	3-10min
Cash withdraw over the Counter (cheques above 500,000 FRW)	3-10min

Foreign currency: clearing of external cheques (Local Banks)	1 Working day
Aim to respond counter queries promptly	Where no follow up is required: 1-5min *Where follow up is required: 1-2 working days *Where the enquiry is complex: 2-5 working days
Aim to resolve phone/written queries/complaints promptly	Where no follow up is required: within 1-5 min. *Where follow up is required: within 1-2 working days *Where the query is complex: immediate escalation to an officer who can deal with the query. If the query couldn't be satisfactorily dealt with, then the officer must provide a time frame within which a response can be offered

### **CARD SUPPORT**

<b>Category</b>	<b>Working days</b>
Card activation	instant
Card deactivation	Instant
Card issuance	instant
Card functionality (limit, modification, blockage, declined transactions,)	instant
Charges/rates	Instant
Issue debit MasterCard in Kigali	Instant
ATM cash withdraw	instant
Card replacement Card upcountry	instant
Chargebacks / Claim local (not on us)	50 days
Chargebacks / Claim local (on us)	15 days
Card PIN	instant (when the customer remembers his/her current Pin) 24 hours (when the customer does not remember his/her current Pin)
Card statements	Instant
Card account(s) link complaints	Instant
Non-functional ATM	1-2 days
Trapped card in ATM	1day
ATM cash dispense error claim - own bank	15 days
ATM cash dispense error claim (other banks)	45days
Online transaction limit	instant

**DIGITAL CHANNELS**

Category	Working days
*600# Registration	Instant
*600# PIN reset	Instant
*600# funds transfer	Instant
*600# Transaction Failure / Reversal	5 Days
*600# Wrong-Number Transfer Refund"	15 Days
GAPS Profile	Instant
GAPS PIN reset	Instant
GAPS Funds transfer	Instant
GAPS System Modification	Instant
GAPS Transaction Failure / Reversal	5 days
GAPS Wrong Account Transfer	15 Days
M-Pay till Code issuance	Instant
M-Pay Funds transfer	Instant
M-Pay Transaction dispute / Payment reversal	15 days
M-pay Modification	Instant
GT-Collection Wrong-Number Transfer Refund	15 days
GT-Collection Transaction Failure / Reversal	15 days
Internet Banking Registration	Instant
Internet Banking Funds Transfer Failure/Reversal	15 days
Internet Banking modifications	Instant
Registration and de-registration	Instant
Others	Instant (Up to 1-day max)

**TRADE FINANCE**

Category	Working days
Capital importation	1 day
Delays in confirmation of duty	1 to 3 days
Outgoing transfer abroad	1 working day (when no currency exchange is required)
Incoming transfer abroad	The account is credited on the same day after receiving the transfer
Confirmation letter of credit	1 working day (after accepting a draft and signed by applicant)
Letter of Credit	1 day
Shipping Documents	1 day
Bills for collection	1 day
Performance Bonds	10 minutes
International transfer	5 working days (when foreign currency exchange is required)
Others	1 day

**CREDIT RISK DEPARTMENT**

Category	Working days
Repayment plan	3 Hours (Working)
Loan disbursement	1 Day (Working)
Credit Reference Bureau report	1 Day (Working)
Review Loan applications (Retail)	1 Day (Working)
Review Loan applications (Business)	3 Days (Working)
Review Different memos	1 Day (Working)
Loans interest rate review complaint	15 Days (Working)
Loan restructuring	15 Days (Working)
Loan liquidation	5 Days (Working)
Loan balance	1 Day (Working)
Loan foreclosure	1 Day (Working)
Review Different guarantees	1 Day (Working)

**Legal**

Category	Working days
Collateral deregistration certificate	1-7 working days from confirmation of credit Risk, FINCON & SYSCON
Loan contract drafting	1-4 hours from the receipt of the approved FSR and all other requirements
Complexity contract drafting	1-2 working days from the submission of the approved Memo
Correspondence claim	15 days

**Agency banking**

Category	Working days
Cash deposit	1-5min
Withdraw money	5-10min
Utility payment (RRA, RURA, electricity)	1-5min

**Clearing**

Category	Working days
Outward cheques (local Banks)	Instant during settlement time at 4PM except the cheques presented after 2PM that settled on the following day at 10 AM
Inward cheques	Instant during settlement time at 4PM except the cheques presented after 2PM that settled on the following day at 10 AM
Delay in honoring standing order instructions	instant except during public holidays and weekends
Customer's instructions (Transfers)	1-5min
Foreign currency: clearing of inward and outward cheques (Local Banks)	Instant during settlement time at 4PM except the cheques presented after 2PM that settled on the following day at 10 AM



**IT**

Category	Working days
<b>Activity performance</b>	<b>Deadline</b>
Customer request (channels edit, add, profile)	2 hours
Staff assistance	2 Hours
Customer Claim	15 days
System downtime	Immediate
Other claims	15 days

**Business Division**

the	Working days
Loan clearance	Loan clearance
Certificate of good standing (To whom it may concern)	Within 1 working day
Account Confirmation Certificate	1 working day
Balance Confirmation Certificate	1-2 working days
Audit Confirmation Certificate	3-4 working days

We are committed to providing the best possible services to you, our customers. If you have a complaint or suggestion, please let us know by communicating either by telephone, letter or email. We guarantee confidentiality and privacy in respect of our submitted complaints. Your comments and complaints are important to us.

The Bank's official channels for complaints handling, queries, and suggestions are:

<b>Telephone</b>	<b>+250 788 149 600</b>
<b>Email address</b>	<b>support@gtbank.com</b>
<b>WhatsApp</b>	<b>+250 788 149 600</b>
<b>ServiceDesk</b>	<b>support.gtbank.co.rw</b>

Note: Guaranty Trust Bank (Rwanda) plc is regulated by The National Bank of Rwanda