

CHAI SACCO SOCIETY LTD
SERVICE DELIVERY CHARTER

VISION STATEMENT

To be a world class Sacco in the provision of financial solutions.

MISSION STATEMENT

To provide customized financial products/services by continuously embracing change, technology and innovation for sustainable growth and development

CORE VALUES

Customer Focus, Integrity, Creativity & Innovation, Equity and Teamwork

SERVICE RENDERED	USER CHARGES	TIME FRAME	REQUIREMENT
Walk-In Enquiries	Free	To be served within 5 mins of arrival and service time not exceeding 10 minutes per client.	Courteous and prompt response
Answering Telephone Calls	Free	Within 3 rings	Courteous and prompt response
Emails acknowledgement	Free	Within 30 mins	Courteous and prompt response
Registration of new membership and Issuance of Membership Card.	Ksh. 1,000	Within one day of application	Duly signed membership application form and Payment of Registration Fee.
Receiving and Registering Loan Applications	Free	30 Mins	Complete loan application form
Over the counter cash deposits and withdrawals	As per applicable rates	Within 5 minutes	Original ID and fingerprint identification
Issuance of Printed Member Statements	Uncertified statements – Ksh. 120 per page Certified statements – Ksh. 180 per page	10 Mins	Signed statement request form
Emergency Loan	As per applicable tariffs	Within 12 Hours	Meeting Sacco's loan application requirements.
Loans less than Ksh. 600,000.	As per applicable tariffs	Within 24 hours	Meeting Sacco's loan application requirements.
Loans above Ksh. 600,000	As per applicable tariffs	Within 7 days	Meeting Sacco's loan application requirements.
Perfection of Securities	As per applicable tariffs	Logbooks 7 days Land 30 days	Fully executed charge documents



Payment of Funeral Rider Claims for declared beneficiaries.	Free	Within 48 hours	Burial permit, ID copy of beneficiary & Deceased
Refund of Deposits of Deceased Members to declared beneficiaries	Free	Within 30 days	Original death certificate and Next of Kin ID Card
Posting of Check off remittance	Free	Within 24 hours of receipt	N/A
Transfer of Share Capital to another member	Ksh. 600	Within 24 hours	Duly filled share capital transfer form
Salary Posting	As per applicable tariffs	Within 6 hours	Remittance schedule and payment
ATM card and PIN processing	Ksh. 720	14 Days	ATM application form
M-Chai Registration	Free	24 hours	M-Chai application form
M-Chai PIN Reset	Free	5 Mins	Members Identification details
Purchase of Bankers Cheques	Ksh. 120	30 mins	Bankers cheque application form
Processing of membership withdrawal	Ksh. 1,000	Within 60 days	Completed membership withdrawal form
RTGS/EFT	Ksh. 1,000 (outgoing) Ksh. 240 (incoming)	48 hours	Duly filled application form
Update of member personal information	Free	Within 24 hours	Duly filled update form
Refunds of over deductions	Free	30 mins	N/A
Receipting of payments directly to the bank	Free	12 hours	Evidence of payment
Payment of Suppliers	Free	Within 30 days	Invoice & Delivery notes
Correspondences to CEO & Chairman	Free	5 working days	Subject matter within the power of the officeholder
Tender and other related services	As per instructions	As per tender type	As per instructions in the tender document

MEMBERS/CUSTOMERS OBLIGATIONS:

We expect that our members/customers shall:

- Apply the same standards towards our staff and other customers
- Regularly give feedback on how satisfied they are with the level of service we provide and areas of improvement
- Promptly pay their loan(s) and deposits
- Adhere to Sacco Society Act, By-laws, Policies and Procedures
- Be involved in the matters of the Sacco.

SIGNED ON 01/March/2021 BY:

Chief Executive Officer  Head of Business Operations 

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