

OUR PROMISE TO YOU

We believe in working together to deliver great outcomes, making banking pleasurable and convenient for our Customers. We do this by developing trust, being approachable, treating our Customers with fairness, respect while ensuring ease, expertise and efficiency in all our dealings.

Our service goals include:

- Providing our services on Monday to Friday from 8.30am to 4.00pm and on Saturdays from 8.30am to 1.00pm. In addition, we aim to provide 24 - hour, 7- day access to Internet & Mobile Banking and access at our Automatic Teller Machines (ATMs) located in all our branches.
- Treating our Customers with courtesy and respect.
- Providing our Customers with clear information about our products and services, the benefits earned, the fees and charges that are applicable, what our customers can expect from us and who within our Bank will deliver the service to you.
- Providing our Customers with professional financial advice, quality products, services and facilities.
- Responding to our Customers effectively and efficiently.
- Providing as far as is reasonably practical; accessible premises, products, services and suitable auxiliary aids to Customers with disabilities.
- Working to provide our Customers with assistance and services whenever they experience language barrier.
- Handling customer data with confidentiality and storing it appropriately.

Contact us:

- Visit us at Consolidated Bank Head office – Koinange Street Nairobi or any of our branches. You can locate your nearest branch at www.consolidated-bank.com
Tel: (M)+ 254 703 016 000, + 254 703 016 100
Find us online: www.consolidated-bank.com; tellus@consolidated-bank.com
Social Media: www.facebook.com/Consolidated-Bank-Kenya;
X: @consolidatedKe; Instagram: Consolidatedbankke
- Contact our Consolidated Bank Call Centre on 0703 016 016 our use our Toll free lines 0800 7200 39 or 0729 111 637 (WhatsApp) daily.
- Write to the Manager, Marketing & Brand Management
Consolidated Bank of Kenya Ltd.
P.O. Box 51133 - 00200, Nairobi.