

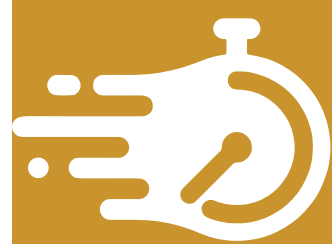


# PRIDE BANK

Your Growth is Our Pride

# CUSTOMER SERVICE CHARTER

Dear Esteemed Customer,  
We will continuously work towards improving the standards of service and your experience at Pride Bank.



SERVICE  
ON TIME

**Pride is committed to consistently offer reliable service;**

- Service at the till within 5 minutes and 15 minutes for bulk transactions.
- Account opening within 30 minutes.
- Cheque processing within 4 working days.
- ATM card processing of 2 and 5 days for Kampala and upcountry branches respectively.
- ATM service except when being temporarily serviced
- Mobile Phone Banking service



**Communicate a decision regarding your credit application;**

- » within a day for group loans below UGX 3.5M and 5 working days for those above
- » within 3 working days for Individual loans up to UGX 15M
- » within 5 working days for Individual loans above UGX 15M



## Dissatisfied with our service?

You can submit your complaint to any of the following Channels;

### 1. Pride branch through the following ways:

- File a complaint in the register
- Drop your complaint or compliment in the Suggestion box
- Speak to a Customer Experience Officer

### 2. Call our Toll free line or

### 3. Dial \*250# on your phone or scan the QR code displayed in our locations.

 Toll Free: 0800 333 999 | Tel: 0754 346 930  +256-702 096 300

    pridebankltd  Pride Bank Limited  [www.pridebank.co.ug](http://www.pridebank.co.ug)

 [info@pridebank.co.ug](mailto:info@pridebank.co.ug)

- Your complaint will be resolved within three days and if not, a formal complaint acknowledgment letter issued to you to communicate a closure time frame.
- We will strive to resolve your complaint a maximum of 10 working days.



Share Feedback