



LOOP COMPLAINTS RESOLUTION

Our Complaints Commitment

LOOP is a Super APP that offers you a DIGITAL Wallet you can use to manage all your money centrally. It allows you to safely link all your bank accounts and mobile money wallets, offering you the ability to make payments from your primary linked bank account to any merchant, whether mobile money or bank based.

The LOOP Digital Wallet is complemented by a digital marketplace that gives you the ability to search for deals and coupons based on your location and preferences. LOOP Discover offers a one-stop shop, enabling the discovery of deals and payment on one platform.

There may be times, however, when our high standards are not met. If you are unhappy with our services in any way, please let us know. We want to resolve any issues you may have had as quickly and effectively as possible. Your feedback is invaluable in assisting us in improving our services in the future.

LOOP aims to resolve all complaints to your satisfaction, quickly and effectively, without the need for the involvement of third parties.

Let us know

The quickest way for your complaint to be addressed is to contact us by **raising a ticket on the 'Get Support' on the LOOP app.**

You can also call reach out to our 24-hour Contact Center team who are specially trained to deal with your comments and complaints. There are several ways to contact them:

Telephone: +254 709 714444 or +254 730 714 444

Social Media: Twitter & Instagram handle: @LOOP_Ke

Email: contact@LOOP.co.ke

Post: NCBA Bank Kenya PLC,
Mara and Ragati Road, Upper Hill,
P. O. Box 44599-00100 Nairobi, Kenya.

How soon can you expect a response?

We promise to address your concerns as quickly and painlessly as possible. As soon as your complaint is received, an acknowledgement will be sent to you. As long as the ticket is open, you will continue to get updates on how our investigations are going.

If, for whatever reason, you are not satisfied with the response you receive from the above channels or if you do not hear from us within 7 working days, you can escalate your complaint to:

Head of Experience Management,
NCBA Bank Kenya PLC,
Mara and Ragati Road, Upper Hill,
P. O. Box 44599-00100 Nairobi, Kenya.

You will receive a response within 5 working days of receipt of your complaint.