UBORA REGULATED NON-WDT SACCO SOCIETY LTD

MEMBER SERVICE CHARTER

Ubora Regulated N-WDT SACCO Society Limited
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INTRODUCTION

Ubora N-WDT Sacco's vision is "to be a One-stop provider of competitive financial solutions in Kenya".

We aim to provide our members with high quality service in a caring and efficient way by taking care of their financial well-being.

Our Customer Service Charter outlines what our Customers can count on us for. It also gives guidance on the expected behaviour of Ubora N-WDT Sacco Staff towards members, member obligations, our service standards and how we receive and deal with complaints and compliments.

Our Commitment

We are committed to improving service delivery to all our Customers and Stakeholders. The Charter sets out the standards our members and stakeholders can expect from the Society and how they can complain, get their complaints solved and receive feedback.

1.1. Our Mission

"Ubora N-WDT Sacco exists to mobilize funds and offer credit to empower members economically by providing quality financial services in collaboration with our stakeholders"

1.2. Objectives of The Charter

i. To increase access to affordable and appropriate financial services to the members

ii. To enhance the quality of financial services to members and other stakeholders.

iii. To create a roadmap to guide in the development of a more resilient, competitive and dynamic financial services system based on the Sacco's vision.

iv. To ensure that the Sacco proactively engage members in financial literacy and consumer education drives, to enhance customers' financial knowledge and skills for them to make informed financial decisions.

v. To establish targets and quantified responsibilities with respect to each objective and outlines processes for implementing the Charter as well as mechanisms to monitor and report on progress towards given goals which are aligned with Saccos Vision.

1. WHAT YOU CAN EXPECT FROM US

2.1. OUR VALUES

Integrity

Our members, staff and management shall exhibit a high level of integrity in conducting the affairs of the Sacco.

Customer Focus

We will respond promptly to our Customers questions and services. Our goal is to respond to phone calls immediately, emails and Social media queries within 24 hours.

Teamwork

We are committed to successful collaboration, continuous learning and a supportive workplace through streamlined inter- departmental cooperation and efficient processes.

Innovation

We believe in generation of creative and innovative ideas for attainment of the Sacco's objectives.

2.2. OUR PRINCIPLES

i. The principles of a co-operative society as documented by the International Co-operative Alliance (ICA).
ii. Uphold and safeguard the By-laws of the Sacco in fulfilling its objectives.
iii. Utilize resources prudently to attain best value for our members.
iv. Provide equal opportunities to Men and Women.
v. Communicate clearly and effectively.
vi. Device a monitoring and evaluation system to keep track of our service delivery standards.

2. OUR PRODUCTS AND SERVICES

We are committed to serving you within the shortest time.

In general, all loans will be processed depending on amounts:

a. Loan up to KES. 300,000 will be processed in 2 days

b. Loan above KES. 300,000 and up to KES. 3,000,000 will be processed in 14 days

c. Loan above KES. 3,000,000 and up to KES. 6,000,000 will be processed in 30 days

S/NO	PRODUCT/SERVICE	MEMBER OBLIGATIONS	OFFICE TURNAROUND TIME
1	Development/normal loan	-Given 3 times members deposits - interest rate of 1% per month on reducing balance -maximum repayment period of 84 months -maximum loan amount is ksh.6million -given subject to ability to repay -Repayment through check-off, standing orders and direct deposits as applicable	Disbursed within 30 days of receipt of a complete application
2	Top up normal/development	-Given 3 times members deposits - interest rate of 1% per month on reducing balance -maximum repayment period of 84 months -maximum loan amount is ksh.6 million -given subject to ability to repay -5% interest on outstanding balance is applicable. -Processing fee of Ksh 500 is applicable. -Repayment through check off, standing orders and direct deposits as applicable	Disbursed within 30 days of receipt of a complete application
3	College loan	-maximum loan pegged on ability to repay -given 3 times members' deposits -maximum repayment period 24 months -interest charged is 1.2% per month on reducing balance -Repayment through check off, standing orders and direct deposits as applicable	Disbursed within 14 days of receipt of a complete application

		-Disbursed within 14 days of receipt of a complete application -A member can only have one college fees loan with a loan repayment duration of 24 months -Subsequent college fees loans to run for a maximum period of 12 months	
	College fees loan top-up	-maximum loan pegged on ability to repay -given 3 times members'; deposits -maximum repayment period 24 months -interest charged is 1.2% per month on reducing balance 2.5% interest on outstanding balance is applicable. -Processing fee of Ksh 500 is applicable -Repayment through check off, standing orders and direct deposits as applicable -Disbursed within 14 days of receipt of a complete application	Disbursed within 14 days of receipt of a complete application
4	School fees	-Maximum loan pegged on ability to repay -given 3 times of members' deposits -To be repaid within a calendar year -interest charged is 1.2 % on reducing balance -Repayment through check off, standing orders and direct deposits as applicable -Disbursed within 14 days of receipt of a complete application	Disbursed within 14 days of receipt of a complete application
5	Emergency loan	-Maximum loan is ksh. 300,000 -maximum repayment period is 18 months -interest charged is 1.2% per month on reducing balance -loan is issued subject to ability to repay	Disbursed within 2 days of receipt of a complete application

		-given 3 times of members' deposits -Repayment through check off, standing orders and direct deposits as applicable	
	Emergency top up	-Maximum loan is ksh. 300,000 -maximum repayment period is18 months -interest charged is 1.2% per month on reducing balance -loan is given subject to ability to repay -given 3 times of members' deposits -5% interest on outstanding balance is applicable. -Processing fee of Ksh 500 is applicable. -Repayment through check-off, standing orders and direct deposits as applicable	Disbursed within 2 days of receipt of a complete application
	Holiday loan	-maximum loan pegged on ability to repay -given 3 times members' Holiday scheme savings -maximum repayment period is 24 months -interest charged is 1.2% per month on reducing balance -Repayment through check-off, standing orders and direct deposits as applicable	Disbursed within 2 days of receipt of a complete application
6	IESA normal	-maximum loan is ksh.3 million -repayment period is 60 months -interest charged is 1% per month on reducing balance -given 3 times of member deposits -loan is given subject to ability to repay -Repayment through check-off, standing orders and direct deposits as applicable	Disbursed within 14 days of receipt of a complete application
7	IESA normal top up	-maximum loan is ksh.3 million -repayment period is 60 months	Disbursed within 14 days of receipt of a complete application

		-interest charged is 1% per month on reducing balance -given 3 times of members' deposits -loan is given subject to ability to repay -5% interest on outstanding balance is applicable. -Processing fee of Ksh 500 is applicable. -Repayment through check-off, standing orders and direct deposits as applicable	
8	IESA Emergency	-maximum loan is ksh. 200,000 -repayment period is 18 months -interest charged is 1.2% per month on reducing balance -given 3 times of member deposits -loan subject to ability to pay -Repayment through check-off, standing orders and direct deposits as applicable	Disbursed within 2 days of receipt of a complete application
	IESA emergency top up	-maximum loan is ksh. 200,000 -repayment period is 18 months -interest charged is 1.2% per month on reducing balance -given 3 times of members' deposits -loan is given subject to ability to repay -5% interest on outstanding balance is applicable. -Processing fee of Ksh 500 is applicable.	Disbursed within 2 days of receipt of a complete application
9	Loan Restructuring	-Maximum loan amount is 6 million -Maximum repayment period is 84 months -Interest charged is 1% p.m on reducing balance -Relevant HR endorsement for salaried members -Repayment through check-off, standing orders and direct deposits as applicable	Disbursed within 30 days of receipt of a complete application

	Amalgamation	-Maximum loan amount is 6 million -Maximum repayment period is 84 months -Interest charged is 1% p.m on reducing balance -Relevant HR endorsement for salaried members -Repayment through check-off, standing orders and direct deposits as applicable --Zero net take home	Disbursed within 30 days of receipt of a complete application
	BUSINESS LOAN	- Maximum loan is ksh. 1,000,000 - Repayment period is 48 months - Interest rate is 1.2% p.m on reducing balance - Members may borrow up to 70% of their total deposits subject to a maximum cap of Ksh.1,000,000 - The one-third rule is not applicable - Repayment is made via standing order on the 28th day of every month - Members should present certified copies of their 3 months' bank statements during application - Members' history of loan repayment to be considered - Defaulters to be barred from accessing this credit facility for a period of 48 months since 1st May,2024.	Disbursed within 30 days of receipt of a complete application
	MUSHARAKA NORMAL LOAN	- 2.5 times members' deposits. - Maximum loan amount is 6 million - Repayment period is 48 Months - No interest is charged on the loan. - One off commission of 5% of the approved amount is charged. - The member who applies for this loan is not eligible to get dividends and interest on deposits. - Monthly account maintenance fees of Kshs. 400.00 - Members to save for at least 6 months before borrowing, with no share boosting	Disbursed within 30 days of receipt of a complete application
	MUSHARAKA NORMAL LOAN TOP-UP	- 2.5 times members' deposits. - Maximum loan amount is 6 million - Repayment period is 48 Months - No monthly interest is charged on the loan. - One off commission of 5% of the outstanding balance is charged. - A Processing fee of Ksh 500 is applicable.	Disbursed within 30 days of receipt of a complete application

		- The member who applies for this loan is not eligible to get dividends and interest on deposits. - Monthly account maintenance fees of Kshs. 400.00	
	MUSHARAKA EMERGENCY LOAN	- 2.5 times member's deposits (KES 300,000.00 Maximum) - Repayment period is 18Months - No interest is charged on the loan. - One off commission of 5% of the applied amount is charged. - The member who applies for this loan is not eligible to get dividends and interest on deposits. - Monthly account maintenance fees of Kshs. 400.00 - Members to wait for at least 6 months before borrowing, with no share boosting	Disbursed within 14 days of receipt of a complete application
	MAKARIBISHO LOAN	- Maximum loan amount is **ksh 300,000.** - Maximum repayment period is **60 Months.** - Interest charged at **1% monthly** on reducing balance method. - Available to members immediately and upto 12 months after confirmation by employer - The loan is subject to three (3) multiplier effect of member deposits. - Members allowed to use part of the loan to boost deposits to a maximum of 60% of the required member deposits to qualify for the loan applied. - Relevant HR endorsement required - repayment done through check off. - Must be a member of common bond and member of the Sacco for at least 3months as provided for in the Sacco By-Laws	Disbursed within 14 days of receipt of a complete application
10	Ubora Pesa	Registration Loans and other services	1 day Immediate
11	MPESA Services	Pay bill: 400222 Ubora Account no: 209739#YOURFULLNAME IESA Account no: 209743#YOURFULLNAME	Email receipt sent to member within 2 days
12	Enquiries	Phone calls E-Mails	By the 3rd ring Within a day

13	Refund on resignation	Notification letter to the Chairman Proper guarantor replacement	60 days
14	Guarantor replacement	Fill guarantor replacement forms	1 day
15	Membership	Obtain and fill the membership form Attach copy of National ID Payment of entrance fee	Acknowledgement email of membership within 2 days
16	Adjustment of remittances and deductions	Obtain and fill the remittance advice forms; IESA and/or Ubora	Submit by 15th day of the month
17	Member statement	Make an e-mail or online por to the Manager as appropriate	1 day
18	Updating of Nominee details	Fill the nominee card	1 day
19	Interest on deposit and Dividend payout	Written instructions on preferred method of receipt of interest payout	60 days after AGM date
20	Change of preferred method of payment for interest on deposit and dividend	Receipt of written instructions to the CEO no more than 15 days after AGM	60 days after AGM date

3. YOUR RIGHTS AND OBLIGATIONS

As Ubora N-WDT Sacco client, you have the right to:

i. Lodge a complaint
ii. Privacy and confidentiality in the handling of your personal information
iii. See information related to your accounts
iv. Select the channel to access the SACCO products and services- SACCO Branch, mobile, ATM etc.
v. Give feedback & receive feedback from the SACCO- compliments, suggestions and complaints.
vi. SACCO information and interpretation from SACCO officials in a manner that meets your need.
vii. To be treated in a professional manner.

Our expectations are that you will:

i. Exercise honesty and integrity in transacting with us.
ii. Provide accurate information and authentic documents during transaction.
iii. Adhere to the Sacco By-laws, rules and regulations always
iv. Attend meetings (AGM & SGM) punctually.
v. Be courteous and respectful to our staff and other customers
vi. Not offer inducement by way of gifts and favors to Board of Directors or staff, or to solicit the same in return for our services.

4. OUR SERVICE STANDARDS.

We are committed to serving you within the shortest time.

5. COMPLAINTS HANDLING

We are committed to offering you the best experience at all our touch points, should anything go wrong, feel free to contact us through the below:

Channel	Details
Verbal	To any Ubora N-WDT Sacco Staff
Feedback Form	At any of our Branches and website www.uborasacco.co.ke
Telephone	(+254 020) 609012, 6948261/443/305, Mobile: +254 700 156 971
Email	ubora@kebs.org
Social Media	Facebook page

6. AMENDMENT OF THE CHARTER

The Charter is subject to amendments in the light of changing organizational, socio-economic conditions or exigencies of the time.

7. WE VALUE YOUR FEEDBACK

In the event that you have a complaint, please do not hesitate to contact us with the details. We will handle the issues highlighted with fairness, confidentiality, professionalism and in accordance with industry ethics. We will analyze it, amend where necessary and send you a response with the resolution.

Kindly send us your feedback through email, telephone or on our website.

HOW TO REACH US

You may contact us in the following ways:

Email	ubora@kebs.org
Telephone	(+254 020) 609012, 6948261/443/305, Mobile: +254 700 156 971
Working Days	8.00 am – 5.00 pm, Monday to Friday Except public holidays
Website	www.uborasacco.co.ke