

Customer Service Charter

At CarePay M-TIBA, we strive to enable access to quality healthcare for everyone, everywhere. We work towards making healthcare services and financing more customer-focused, trustworthy, and efficient.

The intersection of mobile technology and mobile money has the potential to transform healthcare by facilitating access to quality healthcare at lower costs of administration. Through the M-TIBA platform, CarePay allows participants, payers and providers of healthcare to receive, pay and provide healthcare services in an efficient and transparent manner. We aim to achieve our goals through our customer-centric solutions.

Our customer service charter sets out the principles we follow to ensure all our customers are served in the best way possible.

Our Purpose:

We are determined to use the power of technology to achieve our ambition of “Giving everyone the power to Care”. We do this on the basis of our values (Simplify, Open, Act, Pioneer).

Our Customer Promise:

1. We listen to understand.
2. We are Open and we communicate.
3. We Act quickly and promptly to attend to any customer issues.
4. We Pioneer new ideas.
5. We aim to Simplify complexities in healthcare to ensure additional uptake.
6. We are available 24 hrs everyday through our call centre to ensure you can reach us whenever you need us. Our call center is a fully equipped to attend to all your queries.
7. We avail many mediums for you to reach us through phone calls, M-TIBA website help widget, SMS, WhatsApp, Facebook, Twitter, and e-mails.
8. We offer personalized service through our members of staff who are experienced and knowledgeable in handling all queries.
9. We are Kenya Data Protection Act and GDPR (General Data Protection Regulation) compliant, so we will take all reasonable steps to ensure that personal information provided to us securely guarded against unauthorized access and we will always respect your privacy and confidentiality.
10. We will take part in environmental concerns that safeguard the wellbeing of the society around us.

We value your feedback

Your feedback is important to us.

We welcome your queries, compliments, and complaints. If 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 standards & regulations. We will analyse your complaint and send you a

response with the resolution. Kindly send us your feedback through email, telephone, WhatsApp or on our M-TIBA website.

How to reach us

You may contact us in the following ways:

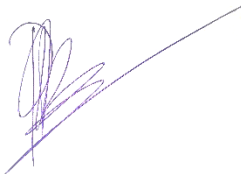
- Email us on: customercare@mtiba.co.ke
- Call us on: 0800721253/0709071000 on Monday to Sunday, between (24hrs)
- Contact us on our website: <https://mtiba.com/>
- WhatsApp number: 0726473005

Prepared and Review by:



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Date: 1/7/2021

Approved by:



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