



# AGRICULTURAL FINANCE CORPORATION

## AFC SERVICE CHARTER

SERVICE	DURATION BEFORE FEEDBACK
General Telephone enquiry	5 working days from the day of receipt of enquiry
Telephone call	Answer call on 2nd ring with contact person identifying themselves
Telephone enquiry	A maximum of 24 hrs from the time of enquiry
E-mail enquiry	A maximum of 12 hrs from the time of enquiry
Public complaints	A maximum of 7 hrs from the time of enquiry
Media enquiry	A maximum of 2 hrs from the time of enquiry
Payment of goods and services	A maximum of 45 days from the date of satisfactory delivery of goods/services

### LOAN SERVICES

Processing applications for small scale loans	Process loan application within 6 days from the date of receipt of the application form
Processing applications for large scale loans	Process loan application within 10 days from the date of receipt of the application form
Loan disbursement	Disburse loans approved within 5 working days from execution of loan agreement
Loan application feedback	Provide feedback within 48 hrs
Quarterly statement	Provide quarterly statement of account
Payment receipts	Provide an official receipt upon making payments
Loan appealing channels	7 days from the date of appeal

### PUBLIC COMPLAINTS CONTACT DETAILS

Mobile-Hotline: 0704-153773, 0788-524998
General line: 0725-579769, 0725-580007, 0724-253521/22, 0725-576889, 0733-600039/40
Landline: 020-3317199, 020-3272000, 3317205/06/07/16
E-mail: <a href="mailto:complaints@agrifinance.org">complaints@agrifinance.org</a>   <a href="mailto:customerservice@agrifinance.org">customerservice@agrifinance.org</a>   <a href="mailto:info@agrifinance.org">info@agrifinance.org</a>

**Complaints may also be lodged with: The Commission on Administrative Justice : Office of the Ombudsman**

2nd Floor, West End Towers, Opposite Aga Khan High School off Waiyaki Way - Westlands  
 P.O.Box 20414 - 00200 Nairobi Tel: +254-20-2270000 / 2303000 / 2603765 / 2441211 / 8030666  
 Email: [info@ombudsman.go.ke](mailto:info@ombudsman.go.ke) (for general inquiries), [complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke) (for complaints)



[www.ombudsman.go.ke](http://www.ombudsman.go.ke)



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