

Service Charter

Who We Are

FBC Building Society is a strategic business unit under the FBC Holdings Group. FBC Building Society constructs residential properties, as well as providing mortgage lending, savings deposit accounts and other money market investment products to the public.

Vision:

To nurture sustainable solutions that enable the financial well-being of the communities that we serve.

Mission:

To deliver a unique customer experience through value adding relationships, simplified processes and relevant technologies.

Customer Promise

YouMatterMost

Our Promise to You

Because You Matter Most, FBC promises to offer you service that is reliable, consistent, responsive and empathetic at all times. Our staff members are friendly, polite, courteous and they consistently strive to proffer excellent customer experience by going above and beyond to exceed your expectations.

Our Commitment

We commit to proffer superior customer experience in all customer interactions across the FBCH Group physical and digital touch points.

Delivering the Promise

To buttress our promise – You Matter Most, FBC has introduced a Complaints Management System and an office designated to handle all FBC customer complaints, enabling you, our valued customer, to freely and conveniently report any complaint, using a platform of your choice, through the contact details shared below, in the comfort and privacy of your home or office.

Customer feedback plays a critical role in meeting customer expectations; FBC Holdings takes customer feedback seriously and customers are urged to provide as much feedback as possible.

Customers' Rights

As our client you have the right to:

- (a) Information and advice
- (b) Access to basic financial services
- (c) Choose financial products and services
- (d) Be heard and redress
- (e) Financial education and
- (f) Privacy of your data in the custody of FBC Building Society

Our Commitment to You

We endeavour to provide first class service in all our business processes in order to deliver optimal value to all our valued customers. Specific areas of performance are outlined below:

Operating Hours –FBC Building Society

FBC Branches daily hours of operation are:

8:00 am to 3:00 pm Monday to Friday

8:00 am to 11:30 am on Saturdays.

All other Building Society departments operate from 8:00 am to 5:00 pm Monday to Friday. Working hours may be adjusted due to system or power outages, emergency situations or disaster. For example the Covid 19 pandemic.

Commitment	Service Standard
Courtesy	All Senior Citizens will be given first preference. We will greet, smile and thank you for visiting or contacting us. We will treat you in a professional and respectful manner. We will treat you politely.
Identification	Staff members will have their name badges for ease of identification by client.
Email Etiquette	Emails will be responded to within 24 hours.
Telephone Etiquette	All calls are answered within three rings
Meet and exceed our customer or client expectations	Product Application Turnaround Time Loan application within 48 hours Correspondence response To be replied within 24 working hours
Ensure quality and timely service delivery to our customers	Walk in client Served within 1minute Reports for Loan Valuation Report produced within 48 hours Accompanying Potential clients for site visits Within 24 hours of request
Query Resolution	Amicably resolve customer complaints and respond effectively to their queries and dissatisfaction by our services
Complaints handling	All complaints received from FBC customers receive the highest priority
System Uptime	Systems are continuously upgraded to improve on availability.
Innovation	FBC continuously embraces technological advancement in order to come up with products that are user friendly, simple, accessible anywhere, cost effective and are available at the customer's convenience.
Contact Centre availability and query handling	The FBC Contact Centre is available 24 /7 on all FBC digital platforms to handle all customer queries, enquiries, complaints, requests and customer feedback.
Information	Timely and accurate provision of information relating to any developments within FBC Building Society..
Transactions	Calrity will be provided on dispute of transactions or transactions that you would not have initiated.

For feedback on the above, and any other service related issues, please reach us through the following:

DIAL 220 for free – 080 800 25 | 080 800 26 (for Econet Wireless Subscribers)

WhatsApp/ Mobile numbers: +263 772 419 693 | +263 772 152 647 | +263 732 152 647

Contact Centre Direct Lines: +263 242 704481 | 2 and 761198

Contact Centre Universal email address: help@fbc.co.zw

Skype ID – fbc.help.centre

Facebook – FBC Holdings

Twitter – @FBCHoldings

LinkedIn – FBC Holdings Limited

Instagram – fbcholdings

Physical address: 45 Nelson Mandela Avenue, Harare

Visit FBC website: www.fbc.co.zw, for more details and specific service turnaround times OR scan the QR code

