

press release

Standard Chartered annual Customer Service Week is back

Kampala, 07th October 2019 – Standard Chartered Bank is once again holding its Annual Customer Service Week where it celebrates and appreciates its clients for their loyalty and business as well as its staff who serve and support them on a daily basis. The Customer Service Week commenced on Monday, 7th October and will run until Friday, 11th October 2019. The week is being held under the theme; “The Magic of Service” which recognizes that service is magical and can turn an unhappy customer into a satisfied and loyal one.

To celebrate this Customer Service Week the Bank has lined up a series of exciting events for both clients and staff which include;

- Health Screening; Tuesday 8th – 11th October 2019
- Blood donation; Tuesday 8th – 11th October 2019
- An Exco/management Meet and Greet on various days of the week,
- SC Santa Moments where we will randomly reward clients transacting in our different outlets,
- Voice of Customer focus Discussions; 7th – 11th October 2019
- Service Recovery Client visits; 7th – 11th October 2019
- Coffee with the CEO; Friday, 11th October 2019
- Car Wash at Speke Road Car Park on 11th October 2019
- Client Dance Party on 11th October 2019 and
- A staff Magical Breakfast which will culminate into a Super Magic Friday on 11th October 2019.

Speaking about the Customer Service Week, Albert Saltson, CEO standard Chartered Bank Uganda said;

“Client obsession is at the heart of our business and therefore putting clients first and delivering first class service is very crucial to us as we strive to build long term relationships with them. We believe that a strong service culture is the foundation for delivering our purpose to drive commerce and prosperity through our unique diversity. We therefore started a client experience transformation agenda two years ago to shape a client focused culture. Our efforts have resulted in enhanced customer experience and an improved customer net promoter score in our business. This customer service week is our way of our appreciation our clients as they are the reason for our existence over the past 107 years. I have confidence that the various activities lined up this week will in a way help us express our gratitude to our clients though valuing and recognizing our clients is part of our culture.” Albert concluded.

As we continue the Customer Charter transformation journey to a more client obsessed culture, as a Bank, we are devoted to recognizing the importance of customer service and to honoring our clients and the people who serve and support them. What exemplifies us is our deep commitment to quality customer service, so we will continue to do our t best to continue providing the best service to our clients.

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For further information please contact:

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Note to Editors:

Standard Chartered Bank in Uganda

Standard Chartered Bank Uganda Limited is an international Bank with a rich history spanning over 107 years of existence in the Ugandan market, having opened its doors on 12th August 1912, making it the longest established commercial bank in the country.

It currently has a total of 7 branches in Kampala and Jinja, 31 ATMs, 2 digital banking outlets located at Shell Ntinda and Shell Kaazi, 5 Cash Deposit Machines and a staff complement of over 479.

Our purpose as Standard Chartered Bank Uganda is “**Driving commerce and prosperity through our unique diversity**”.

Standard Chartered

We are a leading international banking group, with more than a 150-year history in some of the world’s most dynamic markets. Our purpose is to drive commerce and prosperity through our unique diversity, and our heritage and values are expressed in our brand promise, Here for good.

We are present in more than 60 markets, with over 1,000 branches and around 3,000 ATMs.

Standard Chartered PLC is listed on the London and Hong Kong Stock Exchanges as well as the Bombay and National Stock Exchanges in India.

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