DIRECTIVE N° 05/2012 OF 07/05/2012 OF THE NATIONAL BANK OF RWANDA ON CUSTOMER SERVICE DELIVERY IN FINANCIAL INSTITUTIONS

Pursuant to Law n° 55/2007 of 30/11/2007 governing the Central Bank of Rwanda, especially in Articles 6, 53 and 56;

Pursuant to Law n° 007/2008 of 08/04/2008 concerning Organization of banking especially in article 28;

Pursuant to Law n° 40/2008 of 26/08/2008 establishing the organisation of Microfinance activities in article 20;

Pursuant to Law n° 52/2008 of 10/09/2008 governing the organization of insurance business, especially in article 47;

Pursuant to Regulation n° 06/2008 on corporate governance of banks in article 7;

Pursuant to Regulation n° 07/2008 of 29/07/2008 on corporate governance requirements for insurance business, especially in Article 7;

Pursuant to Regulation n° 12/2009 of 13/10/2009 on market conduct requirements for insurers and insurance intermediaries;

The National Bank of Rwanda hereafter referred to as "Central Bank", decrees:

Article one: Purpose of the Directive

This Directive aims at establishing minimum standards applicable to Financial Institutions in delivering to the Customer service requirements.

For the purpose of this Directive, financial institutions include Banks, Microfinance Institutions, Insurance companies and the insurance brokers, Pension schemes and Forex bureaus.

Article 2: Customer Service Delivery Requirements

Financial Institutions shall provide customer service by implementing Guiding Principles and Benchmarks on customer service delivery herewith attached in appendix.

Article 3: Monitoring and reporting

Financial Institutions are required to submit reports on customer service delivery status to the Central Bank on quarterly basis or at any time as may be required by the Central Bank.

Article 4: **Repealing provision**

All prior provisions contrary to this Directive are hereby repealed.

Article 5: **Commencement**

This Directive shall come into force on the date of its signature.

Done at Kigali on 07/05/2012

Amb. GATETE Claver
Governor