



UNCLAIMED FINANCIAL ASSETS AUTHORITY

CITIZENS' SERVICE DELIVERY CHARTER

We are committed to quality service delivery and meeting the expectations of all our customers.

Vision: To be a trusted Institution in the Management of Unclaimed Assets

Mission: To Receive, Safeguard and Re-unite Unclaimed Assets for Sustainable and Shared Social and Economic Prosperity

Core Values: Professionalism, Customer focus, Partnership, Innovation, Integrity

SERVICE	REQUIREMENTS	USER CHARGES (KSHS)	TIME LINE
Response to verbal enquiries (Reception Desk)	None	Free	Immediate
Response to phone calls	None	Free	By the third ring
Response to written correspondence	Email	Free	Within 2 days
	Letter	Free	Within 21 Days
Processing of valid claim(s)	Claimant(s) to furnish the Authority with all the required documentation	Free	Within 90 days upon receipt of all required documentation
Processing of payments for goods and services	Invoice, LPO/LSO, delivery documents and any other supporting document as may be required	Free	Within 30 Days or as per Contract provisions
Resolution of complaints and disputes	Written complaint providing specific details	Free	Within 10 days

Kindly share your feedback on the quality of services with our Head of Corporate Communications at Pacis Centre, 2nd Floor; P.O. Box 28235 – 00200, Nairobi; Tel. No. (+254) 020 4023000, 0706866984 or 0736559152; Email: info@ufaa.go.ke or complain@ombudsman.go.ke