



CONFIDENTIALITY STATEMENT

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TABLE OF CONTENT

1. BACKGROUND:	4
1.1. Overview of Bank of Industry Limited	4
1.2. Vision	4
1.3. MISSION	4
1.4. MANDATE	4
1.5. CORE VALUES	5
1.5.1. Service	5
1.5.2. Professionalism	5
1.5.3. Passion	5
1.5.4. Integrity	5
1.5.5. Resourcefulness	5
1.5.6. Innovation	5
1.5.7. Team Work	5
2. PURPOSE OF THE SERVICE CHARTER	5
3. OPERATING PRINCIPLES, DEVELOPMENT ORIENTATION AND SERVICE IMPROVEMENT PLANS:	5
3.1. Operating Principles	6
3.2. Development Orientation	6
3.3. Service Improvement Plans	6
4. CUSTOMER RIGHTS AND OBLIGATIONS:	7
4.1. Customers are entitled to:	7
4.2. Customers are obliged to:	7
5. PRODUCTS AND SERVICES:	8
6. SERVICE STANDARDS:	8
7. FEEDBACK AND COMPLAINTS:	9
8. HOW TO GIVE FEEDBACK ON THE CHARTER:	10
9. REPORTING AND EVALUATING PERFORMANCE AGAINST STANDARDS:	10
10. REVIEW OF THE CHARTER:	10

1. BACKGROUND:

1.1. Overview of Bank of Industry Limited

The Bank of Industry Limited (BOI) is Nigeria's oldest, largest and most successful development finance institution. It was reconstructed in 2001 out of the Nigerian Industrial Development Bank (NIDB) Limited, which was incorporated in 1964.

The Bank commenced operations in 1964 with an operational share capital of £2 million. The International Finance Corporation, which produced its pioneer Chief Executive, held 75% of its equity along with a number of domestic and foreign private investors. Although the Bank's authorised share capital was initially set at N50 billion in the wake of NIDB's reconstruction into BOI in 2001, it was subsequently increased to N250 billion in order to put the Bank in a better position to address the nation's rising economic profile in line with its mandate.

Following a successful institutional, operational and financial restructuring programme embarked upon in 2001, the Bank has transformed into an efficient, focused and profitable institution that is well placed to effectively carry out its primary mandate of providing long-term financing to the industrial sector of the Nigerian economy.

Currently, BOI manages more than twenty development initiatives in partnership with private and public, as well as domestic and foreign agencies including the UNDP, UNIDO etc. Between 2005 and 2013 BOI grew its Loan portfolio from N9.8 billion to N314.01 billion.

1.2. Vision

To be Africa's leading Development Finance Institution (DFI) operating under global best practices

1.3. MISSION

To transform Nigeria's industrial sector by providing financial and business support services to enterprises.

1.4. MANDATE

Providing financial assistance for the establishment of large, medium and small projects as well as expansion, diversification and modernisation of existing enterprises, and rehabilitation of ailing ones.

1.5. CORE VALUES

- 1.5.1. Service
- 1.5.2. Professionalism
- 1.5.3. Passion
- 1.5.4. Integrity
- 1.5.5. Resourcefulness
- 1.5.6. Innovation
- 1.5.7. Team Work

2. PURPOSE OF THE SERVICE CHARTER

BOI Service Charter outlines the expected level of service for its stakeholders.

The ultimate objective of the charter is to improve efficiency in service delivery to our customers and other stakeholders by providing professional response to all enquiries and complaints, providing information in a timely manner and encouraging feedback to facilitate continual improvement in the bank's operational processes.

The Charter is also seen as the Bank's contract with its customers to demonstrate its commitment to providing quality customer service through its people, processes and system.

The Bank also recognizes the fact that transformation is a multi-year journey, and for it to translate into practical terms it is important to put the customers at the center of the transformation equation. Our customers are also obliged to extend the same principles to their customers.

As a service-oriented institution, it is acknowledged that poor service delivery puts the Bank at risk of not achieving the following visionary targets by 2018:

1. Creating Linkages and Value Chain Development.
2. Requisite Fund Mobilization and Achievement of Self-financing Status
3. Attainment of best- in- class status in our processes and undertakings.

3. OPERATING PRINCIPLES, DEVELOPMENT ORIENTATION AND SERVICE IMPROVEMENT PLANS:

3.1. Operating Principles

- Professionalism, excellence and integrity in the conduct of our business.
- Long term partnerships with customers, based on shared responsibility for the success of enterprises
- Lending decisions based on viability and probability of the project and loan repayment

3.2. Development Orientation

- The Bank's emphasis is on prudent project selection and management by financing good quality projects with potential developmental impact.
- Due to the Bank's commitment to impact every part of the country, the Bank operates an office in each of Nigeria's six geo-political zones and FCT, Abuja. State offices would subsequently be rolled out to further support its impact drive.
- The Bank of Industry assists projects to generate considerable multiplier effect such as industrialisation, job creation and poverty alleviation, all of which invariably enhance the socio - economic life of Nigerians.
- In view of the high priority the Bank places on the development impact of its operations, BOI is eminently positioned to manage both local and foreign grants/aids and credit lines towards the attainment of Nigeria's development aspirations and the attainment of the Millennium Development Goals

3.3. Service Improvement Plans

- To deepen developmental effectiveness, some of the strategies the Bank will be undertaking to serve its teeming customers and also meet the challenge of a growing portfolio and programmes are as follows: fast-tracking the pace of credit approval processes from appraisals to disbursements; reviewing our Small and Medium Enterprises (SMEs) financing approach to include business support services tailored towards supporting the sustainable growth and development of the SME sector, and leveraging our extensive partnerships with both local and international development partners to find more efficient ways of meeting customers' expectations.

- Modified Bottom of the Pyramid (BOP) Approach: As part of the strategies of deepening access to finance by the economically active, but poor entrepreneurs and enable us serve more people at the bottom; BOI is redefining its BOP approach in order to reach a critical mass of potential beneficiaries across all classes, sectors and regions.
- Customers Service Desk and Online Portals are in place to handle all enquiries from customers and reverting promptly.
- Strategic Collaborations with Regulatory Agencies such as: National Agency for Food and Drug Administration and Control (NAFDAC), Nigerian Customs Services (NCS), Standards Organization of Nigeria (SON), Nigeria Immigration Services (NIS) etc. to create platforms to assist SMEs with issues that border on certifications and licensing.

4. CUSTOMER RIGHTS AND OBLIGATIONS:

4.1. Customers are entitled to:

Information	Complete, accurate and timely information
Identification	Request for identity of officers serving you
Communication/ Confidentiality	Be treated with respect and to have information submitted by you treated confidentially
Enquiries	Make enquiries any time through various platforms
Courtesy	Be treated politely and with courtesy
Services	Quality and timely services
Payment	Receive accurate billings on time
Receipts	Demand an official receipt for loan repayment
Complaints	Right to make complaints

4.2. Customers are obliged to:

Information	Provide accurate and timely information to facilitate quality response and services.
Courtesy and Respect	Be courteous and respectful to our staff
Compliance	Abide by legal requirements and other obligations that are pre-conditions for accessing facility
Discouraging Fraud and	Help BOI fight corruption by not offering inducement by way of gift to staff/or solicit the same in return for services. Report

corruptive tendencies	any case of fraudulent request to BOI in writing or in person.
Customers Service	You are expected to extend quality service to your own customers in terms of quality products and customer service care.

5. PRODUCTS AND SERVICES:

- Short, Medium and Long-term financing
- Equity Financing
- Co-financing & Syndications
- Fund Management
- International Trade Finance
- BOP Scheme- Wholesale funding through Micro Finance Banks (MFBs)
- Business Development Support Services
- A host of other complementary services rendered by the following BOI subsidiaries:
 - ✓ Leasing Company of Nigeria Limited (LECON)
 - ✓ BOI-Investment Trust Company (BOI-ITC)
 - ✓ Industrial & Development Insurance Brokers Limited (IDIB)
 - ✓ BOI Microfinance Bank Limited (BOI-MFB)

6. SERVICE STANDARDS:

As we work towards improving our standards of service, we aim to provide our service efficiently and effectively taking into consideration timeliness, accuracy and appropriateness of response. To this end, we have set out below the time frames within which you can expect us to deliver the respective services.

S/N	ISSUES	TIMEFRAME
1	Reverting to: Letters from clients Electronic mails from	Within 3 working days

	clients Phone calls from client	Within 1 working day Immediate response (Follow up Max 24 hrs.)
2	Project Turnaround Time	
	Credit Approval ⇒ Application ⇒ Appraisal ⇒ Approval	Upon receipt of requisite documents/information, request turn turnaround time from application to approval: EMC - 2-4 weeks. Beyond EMC 8 - 12 weeks (subject to Board Meeting)
3	Billings ⇒ Customer notes Debit	Electronic bills are emailed to customers on the first day of the preceding month (<i>Task handled by Information Technology (IT) Division</i>) By Prints, the bills are expected to be sent out to the customers the first day of the preceding month (<i>Task handled by the various divisions and zones</i>)

7. FEEDBACK AND COMPLAINTS:

We welcome your suggestions, comments, feedbacks, enquiries or complaints, which you may have in respect of our products or services. We will ensure that relevant steps are taken to resolve your complaints fairly and promptly.

In the event that you have any enquiries, concerns, comments or complaints do not hesitate to contact us through the following means:

- Completing the online feedback form available on our website: <http://www.boinigeria.com>
- Through one of the channels outlined in the "Contact us" section on the website
- Through the telephone numbers displayed on our website or in writing address to the Managing Director/CEO

We shall issue an acknowledgement within 24 hours of receipt of your complaint. We shall aim to address the matter within 5-7 working days. However, for cases of

higher complexity, a longer time may be required, but you will be informed about the status or progress within this time frame.

We welcome constructive criticisms and suggestions on possible ways to correct wrong methods and improve on procedures and practices along the line of customer oriented service as well as feedback about services delivered.

8. HOW TO GIVE FEEDBACK ON THE CHARTER:

We welcome feedback on this Customers Service Charter in line with our commitment towards developing and maintaining efficient and reliable processes through continuous improvement.

Therefore, your reference should focus on our services and the standards we aspire to provide and also how "stakeholders/beneficiaries" can contribute to setting them. Comments and suggestions should be sent following the same process outlined in section 7.

9. REPORTING AND EVALUATING PERFORMANCE AGAINST STANDARDS:

We will record all complaints, compliments and suggestions. They will be used for our internal monitoring and evaluation process. The records will also help the process of annual self-assessment by the senior management team of BOI, and used to help improve customer services. Whilst we expect and require that complainants must identify themselves, we guarantee that all information, including personal names and details will be treated with the utmost confidentiality.

Heads of the various Regional Offices and Divisions shall be required to forward the names of projects that meet the stipulated service timeframes from the stage of appraisal to the disbursement stage, to the Strategic Planning Division to enable the bank track the compliance rate or time lag of applications received over time. *(Response rate to customers' request can be checked through this method)*

10. REVIEW OF THE CHARTER:

This charter will be reviewed as and when required.