

# RESOLVED SERVICE CHARTER

| NO. | SERVICE RENDERED  | CUSTOMER OBLIGATION   | USER CHARGES                 | TIMELINES   |
|-----|---|---|------------------------------|---|
| 1.  | Group Loans   | <ul style="list-style-type: none"> <li>• Be a member of a registered youth group</li> <li>• Be 18-34 years old.</li> <li>• Youth group must be at least three (3) months old</li> <li>• Group must have a bank account</li> <li>• Attend pre-disbursement training</li> <li>• Group must be operating within the constituency of application</li> </ul> | Management fee at 5% of loan | <ul style="list-style-type: none"> <li>• Provide feedback within one week</li> <li>• Process loan within two (2) weeks</li> </ul> |
| 2.  | Vuka Business Expansion Loan<br>Talanta Loan<br>Agribiz Loan  | <ul style="list-style-type: none"> <li>• Provide business records</li> <li>• Provide security as may be required</li> </ul>   | 6% interest                  | <ul style="list-style-type: none"> <li>• Provide feedback within one week</li> <li>• Process loan within one month</li> </ul>     |
| 3.  | LPO Loans   | <ul style="list-style-type: none"> <li>• Must have an LPO from a government entity and approved private entities</li> <li>• Procuring entity must be willing to provide an undertaking to pay to YEDF directly</li> <li>• Provide security as may be required</li> </ul>  | 6.5% interest                | Process loan within 21 days   |
| 4.  | Pre-departure training for jobs abroad  | <ul style="list-style-type: none"> <li>• Must have been selected for a job abroad</li> <li>• Avail self for training</li> </ul>   | Free                         | 7 days  |
| 5.  | Capacity-building and Business Development Services: <ul style="list-style-type: none"> <li>• Entrepreneurship training</li> <li>• Mentorship</li> <li>• Exchange programmes</li> </ul> | <ul style="list-style-type: none"> <li>• Kenyan youth (18-35 years) running a registered business enterprise as a group or individual</li> <li>• Need for BDS provision as established by an officer of the Fund.</li> <li>• Make own travel arrangements</li> </ul>  | Free                         | Continuous  |
| 6.  | Linking youth enterprises to larger organisations/enterprises: <ul style="list-style-type: none"> <li>• Franchising</li> <li>• Outsourcing</li> <li>• Sub-contracting</li> </ul>        | <ul style="list-style-type: none"> <li>• Must be a registered youth owned business and demonstrate need for linkages</li> <li>• Submit profile of enterprise</li> </ul>   | Dependent on linkage model   | Continuous  |
| 7.  | Market support  | <ul style="list-style-type: none"> <li>• Registered youth owned enterprise producing goods and services consumed in both local and regional markets</li> <li>• Make own travel arrangements</li> </ul>  | Free                         | Continuous  |
| 8.  | Facilitate youth enterprises to access/acquire trading facilities such as business or industrial parks/stalls/incubators  | <ul style="list-style-type: none"> <li>• Registered youth owned enterprises who show proof of need for trading facilities</li> <li>• Apply for the trading space</li> </ul>   | Applicable rental fee        | Continuous  |
| 9.  | Payment of suppliers and service providers  | <ul style="list-style-type: none"> <li>• Provide invoice and attach all necessary documents</li> </ul>  | Free                         | Within 30 days  |
| 10. | Respond to enquiries  | <ul style="list-style-type: none"> <li>• Make enquiry using appropriate channel</li> </ul>  | Free                         | Instant for face to face enquiries, and one day for written enquiries   |
| 11. | Resolving customer complaints   | <ul style="list-style-type: none"> <li>• Make complaint using appropriate channel</li> </ul>  | Free                         | One (1) to fourteen (14) days depending on complexity of complaint  |



For any complaints reach out to:  
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