



CUSTOMER SERVICE CHARTER

PURPOSE OF THE CUSTOMER SERVICE CHARTER

This service charter is an expression and manifestation of our commitment to improving our service and ways of communicating with our customers. This service charter sets out the standards of service members and other customers should expect from us.

OUR OBLIGATIONS

- ✓ Providing convenient access: open from 7:30 am to 4:00pm Monday to Friday.
- ✓ Friendly and courteous service.
- ✓ Fair treatment with respect at all times.
- ✓ Provide you with accurate information.
- ✓ Keep you informed of all the products and services on offer.
- ✓ Timely advice on any changes and interruptions in service delivery.

MEMBER OBLIGATIONS

- ✓ Treat our staff with respect and courtesy.
- ✓ Treat other members with consideration.
- ✓ Not compromise staff in line with our core value of integrity.
- ✓ Provide us with sufficient and accurate information.
- ✓ Provide timely feedback on quality of services provided.

OUR PROMISE

- ✓ Provide information on your account upon request.
- ✓ Treat information regarding your account with confidentiality.
- ✓ Listen in order to understand and respond to your requests.
- ✓ Continuously improve our service delivery and products.
- ✓ Monitor and evaluate customer satisfaction levels for continuous improvement.
- ✓ We will answer your call within three (3) rings.
- ✓ We will always endeavor to serve you in our office within 10 minutes of your appointed time in our offices.
- ✓ We shall respond to your correspondence within 1 working day from the date we receive your communication.

OUR SERVICE DELIVERY STANDARDS

SERVICE	CUSTOMER REQUIREMENT	TIMELINES
Loan processing	Provide accurate, timely and complete documentation	Submission before 10:00 a.m. for same day processing
Instant loans and Emergency loans	Provide accurate, timely and complete documentation	Processing within 24 hrs
Development loans	Provide accurate, timely and complete documentation	Processing within 24 hrs subject to funds availability

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