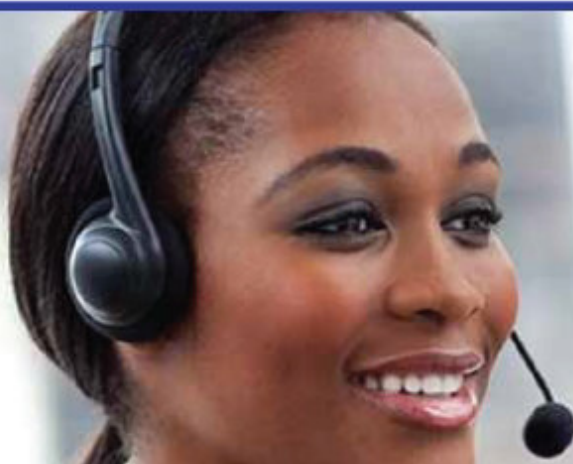


CUSTOMER SERVICE CHARTER



PLATINUM CREDIT LIMITED is a credit only microfinance committed to being there for you, our client, whenever you need us. We promise to deliver cash in just 24hours!

OUR MISSION

To achieve and maintain market share leadership in the provision of emergency loans to qualifying employed men and women in Eastern Africa.

OUR VISION

To be a respected world class microfinance organization driven by passionate and committed teams who deliver satisfaction to our customers.

OUR CORE VALUES

Self-responsibility, Trust, Teamwork and Innovation

OUR SERVICE COMMITMENT TO YOU IS THAT WE SHALL:

1. Provide you with prompt, friendly and quality customer service at all times
2. Avail to you clear, accurate and timely information in all our dealings
3. Handle all your requests and queries professionally, and within 20 minutes
4. Listen to you, understand you and involve you in resolving any complaints you may have within 24hrs.

KINDLY HELP US SERVE YOU BETTER BY:

1. Providing us with your complete and accurate information upon request
2. Extending mutual courtesy and respect to our staff
3. Relaying to us any feedback you may have on our services to you

PLEASE FEEL FREE TO LODGE ANY QUERIES, COMPLAINTS AND COMPLIMENTS WITH US THROUGH:

1. Any of our branches countrywide or,
2. Our Call Centre line : +256 200300500 or,
3. Our customer care email: customerservice@platinumcredit.co.ug or,
4. Our Website: www.platinumcredit.co.ug
5. Our social media pages on Facebook; PlatinumCreditug, Twitter-@pcl_uganda,
6. Whatsapp 0701800001

In the unfortunate event you feel that your issue was not well handled, feel free to escalate the same to our Customer Service Manager through +256 780245700.