

# Metrofin

YOUR FINANCIAL FRIEND IN YOUR TIME OF NEED

## *What we promise each other:*

- ✓ We will ensure that we demonstrate **RESPECT** to each other and our clients.
- ✓ We strive to maintain a **STRONG PERFORMANCE ETHIC** which includes meeting the requirements of our respective jobs.
- ✓ In conducting our business, we commit to ensure **POSITIVE AND FRIENDLY** interactions with each other and our clients.
- ✓ We will conduct ourselves **PROFESSIONALLY** at all times.

## *What we promise our customers:*

- ✓ We will strive to ensure that our product and service remain **ACCESIBLE** to our customers
- ✓ Our business processes will be **EASILY UNDERSTOOD** by our customers thus ensuring their comfort in doing business with us.
- ✓ We consider ourselves to be a **FINANCIAL FRIEND** to our customers providing them with assistance where ever possible
- ✓ We will uphold the **DIGNITY** of our customers at all times when they engage with us

## *Metrofin Complaint Procedure:*

### **STEP 1:**

- ✓ Please report all complaints to the Branch Manager.
- ✓ Should the Branch Manager not be able to resolve the issue please follow Step 2

### **STEP 2:**

- ✓ Contact the Regional Manager for the region concerned:
- ✓ Gauteng: 082 851 5890
- ✓ Mpumalanga: 079 492 9199
- ✓ KZN: 082 567 9214
- ✓ Limpopo: 079 889 1265 / 071 682 9755
- ✓ Should the Regional Manager not resolve the issue to your satisfaction please proceed to Step 3

### **STEP 3:**

- ✓ Refer the matter directly to one of the following contact persons:
- ✓ Operational Manager: 082 330 0204
- ✓ General Manager: 082 567 9688
- ✓ Head Office: (012) 347 8153

Tel: 012 347 8153

E-mail: [ops@metrofin.co.za](mailto:ops@metrofin.co.za)

[www.metrofin.co.za](http://www.metrofin.co.za)