

UNHAPPY

ABOUT ANY ASPECT OF OUR SERVICE?

HERE'S OUR COMMITMENT TO GET YOU

**SMILING
AGAIN!**

Terms and conditions apply.

For more information, please contact us on complaint@cim.mu
or via our hotline +230 203 6898.

CIM Financial Services Ltd (CFSL), a company incorporated in the Republic of Mauritius with business registration number C07057494 and VAT Reg. No. 20328896 holds Credit Finance No. CF19000015, Factoring No. FC19000006, Leasing No. LC19000009 and Insurance Agent No. AI19000607 licences issued by the Financial Services Commission (FSC). CFSL is registered as controller in compliance with the Data Protection Act 2017. The FSC does not take responsibility for the correctness of any statements made or opinions expressed in this advertisement. Please seek professional advice before investing or taking any service proposed in this advertisement. CFSL also holds a Payment Service Provider (PSP) licence issued by the Bank of Mauritius.



At **Cim Finance**, smiles are all we want to bring to our customers. Not only through access to our various products and services, but moreover, through meaningful and fulfilling experiences.

It may happen that our products and services fall short of your expectations. Rest assured that your satisfaction is our utmost priority; hence, we rely on your suggestions and comments to improve our standards. Thank you for your helping hand in this respect.

Cim Finance customer-centric approach to handling customer issues



What can be the source of your unhappiness?

We are open to hear from you about any aspect of the customer journey. From product, service, staff member, process, service failure to excessive delays where a response or resolution is expected.

Feel free to talk or write to us

We want to make it easy for you to share your feelings with us.

If you prefer talking:



- > One of our staff members would be glad to welcome you at the counters
- > You may call us on **203 6898** from Monday to Friday, anytime from 08 30hrs to 17 00hrs

If you prefer writing:



- > Fill in the form on **[www.cimfinance.mu /contactez-nous](http://www.cimfinance.mu/contactez-nous)**
- > You may choose to reach us by Email **complaint@cim.mu**
- > Or by Fax: **+230 203 6810**

What can you expect to happen next?

After your complaint or feedback has been recorded, **Cim Finance** will come up with a solution to the issue raised within 10 days. Should you consider the proposed solution unsatisfactory, we will work towards finding an alternative solution.

Can you do anything if you are still unhappy?

Most issues have a happy ending with our customers smiling again. In the rare event that you feel unsatisfied within the 3 months that your complaint was initially recorded, you can refer the matter to:

Ombudsperson for Financial Services

Office of Ombudsperson for Financial Services
8th Floor, SICOM Tower
Wall Street, Ebène
Tel: 468 6475 **Fax:** 468 6473
Email: ombudspersonfs@myt.mu

P.S: Please refer to web site:

<https://cimfinance.mu/en/about/contact-us/complaint-system>