

Customer Protection Charter

Lending fairly and responsibly. Protecting your rights.

This Charter is for individual customers who have or who are considering applying for a personal loan. This Charter gives our customers enhanced protections when taking out a personal loan. We are committed to complying with this Charter and to lend fairly and responsibly. Copies of this Charter are available on our website or at any of our offices.

Your key Considerations

Before you apply, we encourage you to:

- Check whether the loan is suitable for you considering your personal circumstances. Do not seek more credit than you need.
- Only seek credit for important and necessary expenditures (such as medical or schooling expenses or required investments in a car or your home). We discourage you from financing entertainment or lifestyle expenses on credit.
- Consider that short-term loans are not appropriate for long-term borrowing or if you are in financial difficulty.
- Don't take a loan for someone else, no matter what you are promised.
- Find the most competitive terms for your loan and compare our offer with that of other financing providers (note: by comparing the total of all repayments due, you can avoid falling victim of misleading offers and undisclosed fees).

When you apply for a loan, we will:

- Act fairly, reasonably and responsibly in all our dealings with you.
- Explain you how the loan works and disclose ALL applicable fees and interest to you.
- Treat you with respect. We will not pressurise you in any way or form to enter into any loan.
- We will not grant loans to minors or students.
- We will not grant you a loan that exceeds 3x your monthly gross salary or has a term longer than one year to ensure your debt level remains manageable.
- Carry out appropriate credit vetting and affordability assessment for each loan application.
- We restrict ourselves to spend interest or fees earned on promoting our loans. We limit promotion expenses to less than 1% of our total loan book.
- If you want to make a complaint, we will tell you about our complaint-handling procedure.

Our key Commitments

Financial Help:

If you need help in better managing your finances, you may find the following resources helpful:

ECCB Financial tips: www.eccb-centralbank.org/PDF/financial_tips.pdf

The Money Charity: www.themoneycharity.org.uk

Free budget worksheet: www.budgetworksheets.org