

Complaints Procedure

At Eduloan we make every effort to get things right. However, there may be times when you feel you have not received the level of service you deserve.

In dealing with your complaint we promise to:

- ◆ Deal with you in a friendly and professional manner and treat the issue that you raise seriously
- ◆ Acknowledge the issue you have raised, give you the name of the person dealing with it and let you know when you can expect a reply
- ◆ Handle all complaints fairly

Please note that all complaints received are entered into a register on the date received. This may be referred to when enquiries are made about the progress on the relevant matter.

There are 2 ways in which you can lodge your complaint:

1. Phone us

Log your complaint through our Call Centre on 0860 55 55 44, or

2. Write to us

Submit your complaint via:

Post:

Complaints
Eduloan Head Office
PO Box 5287
Weltevreden Park
1715

Fax:

Fax your complaint to 086 635 2332

Online:

Complete the online contact form at [http://: www.eduloan.co.za/contact_us](http://www.eduloan.co.za/contact_us)

When will we come back to you?

Once we have received your complaint we will give you the contact details of the person responsible for resolving the matter within 24 hours.

Information needed when making your complaint:

- ◆ Your name and contact details (including postal address, telephone number, fax number and email address if you have these)
- ◆ Surname and initials of the person making repayments to Eduloan
- ◆ Details of what you are unhappy about
- ◆ Copies of any relevant documentation
- ◆ Details of any steps you have taken to resolve the issue
- ◆ The outcome you would like to achieve