

PEARL CAPITAL Ltd SERVICE CHARTER

1. Introduction

Pearl Capital Ltd (PCL) Service Charter outlines our commitments on the highest level of customer service and experience.

Intangiriro

Amabwiriza y'Ikigo Pearl Capital Ltd (PCL) agaragaza ibyo twiyemeje mu gutanga serivisi nziza ku rwego rwo hejuru no guha abakiriya uburambe bwiza.

1.1. About us

Pearl Capital Ltd is a Company incorporated in Rwanda as a private limited liability to conduct a micro lending business. Pearl Capital aspires to be the leading and responsible credit granting non-deposit taking financial service provider. Pearl Capital firmly supports initiatives which drive investment and growth in the Rwandan economy. As money lending, we continually assess new instruments for their ability to meet clients' needs and actively seek innovative solutions for investments which support the financing of the Rwandan economy.

Ibyerekeye Twebwe

Pearl Capital Ltd ni Kampani yashinzwe mu Rwanda nk'ikigo cyigenga gifite inshingano zihariye, igamije gukora ubucuruzi bwo gutanga inguzanyo nto (micro lending). Pearl Capital igamije kuba urwego ruhamye kandi ruyoboye mu gutanga inguzanyo mu buryo buboneye, itabitsa cyangwa ngo yakire amafaranga y'abakiriya. Pearl Capital ishyigikira byimazeyo gahunda zose zigamije gushora imari no guteza imbere ubukungu bw'u Rwanda. Nk'ikigo gitanga inguzanyo, dukomeza gusuzuma ibikoresho bishya bishobora gufasha mu guhuza serivisi zacu n'ibyifuzo by'abakiriya, kandi tugashaka ibisubizo bishya by'ubushoramari bigamije gushyigikira imari y'iterambere ry'ubukungu bw'u Rwanda.

1.2. Mission

To provide innovative, affordable and tailored financial products and services to create positive social impact to customers in a sustainable manner.

Intego (Mission)

Gutanga serivisi n'ibicuruzwa by'imari bishya, bihendutse kandi bijyanye n'ibyifuzo by'abakiriya hagamijwe kugira uruhare mu mpinduka nziza ku mibereho yabo mu buryo burambye.

1.3. Customer information confidentiality

- PCL shall treat all customer personal information as private and confidential and ensure the safety and security of the usage of your information, in line with the laws of the Republic of Rwanda.
- PCL shall not at any time release customer personal information to anyone unless it is required by law to do so.

Ibitangazwa ku Banga ry'Amakuru y'Abakiriya

- PCL izafata amakuru yose y'abakiriya nk'ibanga kandi nk'ayigenga, kandi yizere ko ayo makuru akoreshewa mu mutekano no mu buryo bwizewe, bijyanye n'amategeko y'u Rwanda.
- PCL ntizigera itangaza amakuru yihariye y'umukiriya ku muntu uwo ari we wese, keretse igihe amategeko abisabye.

2. How to Contact Us/ Uko watugeraho

Physical Address/Aderesi y'Ibiri

Town Centre Building 4th Floor,
KN 70 Avenue

For any complaint, please contact us:

+250786962532 (Call& WhatsApp)

Email: angeliquekubwimana04@gmail.com

Niba ufite ikirego cyangwa ikibazo, nyamuneka twabwire:

Hamagara: +250786962532

Imeyili: angeliquekubwimana04@gmail.com

In case you are not satisfied with the response for your complaint please contact the CEO via email:

gatabazi@hotmail.com

Niba utanyuzwe n'igisubizo wahawe ku kibazo cyawe, nyamuneka wandikira Umuyobozi Mukuru (CEO) kuri imeyili: gatabazi@hotmail.com