

GetPesa Limited Terms of Use Last

Modified: July 2020

PLEASE READ THESE TERMS OF USE CAREFULLY. THESE TERMS ARE SUBJECT TO CHANGE. ANY CHANGES WILL BE INCORPORATED INTO THE TERMS POSTED TO THE SERVICE FROM TIME-TO-TIME. IF YOU DO NOT AGREE TO THESE TERMS OR ANY MODIFIED VERSION, STOP USING THE SERVICE IMMEDIATELY. BY USING OR ACCESSING THE SERVICE, YOU AFFIRM YOU ARE 18 YEARS OF AGE AND ABOVE AND VOLUNTARY AGREE TO BE BOUND BY THESE TERMS AND CONDITIONS.

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SECTION 1. DEFINITIONS

"**App**" means the Market Place mobile app (together with any Products available therein, and successor app(s) thereto).

"**GetPesa Limited**," "**we**," "**us**" or "**our**" means GetPesa Limited and its affiliates, agents and assigns worldwide.

"**Products**" means the Online Savings Accounts and Certificate of Deposit Accounts (each an "**Account**"), loans, financial education information and materials, and any other products or services provided through the Service, including any application or information relating to such products or services.

"**Service**" means the App together with a Site.

"**Site**" means the Market Place site currently located at <https://getpesa.co.tz> (together with any Products available therein, and any related or successor website(s) thereto, including blogs, forums or other discussion or informational websites).

"**Terms**" means these Terms of Use, including any additional terms and conditions made available by us through the Service, or otherwise made available to you by us.

"**You**" or "**your**" means any user of the Service.

When the word "**including**" or "**includes**" are used in these Terms they mean "including but not limited to" or "includes but is not limited to."

SECTION 2. GENERAL

- a. By accessing and using the website, downloading the App, accessing and/or using the Service, you are agreeing to these Terms. These Terms apply to any use by you of the Service. For example, these Terms apply: (ii) when you access or use the website on a computer or device, even if you don't register to use the website; (iii) when you register as a user of the Service; or (iv) when you sign up for one or more Products. If you sign up for a Product, you may be required to acknowledge and agree to be bound by additional terms and policies for that Product.
- b. You agree to provide accurate, current and complete information when you register as a user of the Service and when you sign up for a Product. You further agree to promptly update Your Personal Information when it changes.
- c. Some functionality of the Service will involve the collection and transmission of information that personally identifies you (including information that we obtain directly from your computer or device) or your Account Information (as defined in Section 8) (collectively "**Your Personal Information**"). Please review our [Privacy Policy](#) and [Privacy Notice](#) and any privacy notice or disclosure relating to the Product you apply for or obtain through the Service for more information about how we or our third party providers collect, use and share Your Personal Information. By using the Service, you are consenting to the Service's [Privacy Policy](#).

SECTION 3. CHANGES; CONFLICTS

We reserve the right, at any time without notice to you and in our sole discretion, to change or discontinue all or any portion of the Service, the availability of any Products, or the Terms. We may modify these Terms from time-to-time by notifying you of such modifications by any reasonable means, including by posting revised Terms through the Service. Continued access to or use of the Service or the applicable Products following such modifications constitutes your acceptance of those modifications. Any such modifications will not apply to any dispute between you and us arising prior to the date on which we posted the revised Terms incorporating such changes, or otherwise notified you of such modifications. To the extent that there is a conflict between these Terms and the terms of any Product, the terms of the Product will govern.

SECTION 4. ELIGIBILITY

Any natural person using the Service must be at least 18 years of age. The Service may only be used in the United Republic of Tanzania, including its territories. The Service is controlled or operated (or both) from the United Republic of Tanzania, and is not intended to subject us to non - United Republic of Tanzania jurisdiction or law. The Service may not be appropriate or available for use in some non-Tanzanian jurisdictions. Any use of the Service is at your own risk, and you must comply with all applicable laws, rules and regulations in doing so. We may limit the Service's availability at any time, in whole or in part, to any person, geographic area or jurisdiction that we choose.

SECTION 5. REQUIREMENTS

To use the Service and to view documents presented in connection with certain of our Products, you will need:

- a. A Current Version (defined below) of an Internet browser we support
- b. A connection to the Internet;
- c. A Current Version of a program that accurately reads and displays PDF files (which may be either a browser that supports native PDF rendering or a program such as Adobe Acrobat Reader); and
- d. A computer or electronic device and an operating system capable of supporting all of the above.

By “**Current Version**”, we mean a version of the software that we support and that is currently being supported by its publisher or the applicable platform (e.g., Apple’s iOS). We support the Current Version and for a period of time (at least three months), the version immediately prior to the Current Version of Firefox, Google Chrome, Microsoft Edge and Safari.

As permitted by and in accordance with applicable law, we reserve the right to discontinue support of a Current Version of software for any reason, including our opinion that it suffers from a security or other flaw that makes it unsuitable for use with the Service.

SECTION 6. LICENSE

The Service is licensed (not sold) to end users. Subject to these Terms, we grant to you a non-exclusive, non-transferable, limited and revocable license to access the Service for your own use and **not** for any commercial or business purpose, except as relates to relationships between you and us. (“**Your License**”).

SECTION 7. PRODUCT TERMS

Review Product terms in this section to fit the products we provide

We may, from time-to-time and subject to these Terms, make Products available to you through the Service, including the features and services described below. The Service may provide Product listings, descriptions and images of goods or services or related coupons or discounts, as well as references and links to such Product. Products may be made available for any purpose, including general informational purposes.

- a. Personal and Business Loans. All personal and business loan Products provided through the Service are issued by GetPesa Limited.
 - i. No Use of Proceeds for Student Loan Purposes. You may not use the proceeds of any personal loan Product provided through the Service for education-related expenses or to refinance your student loans. Examples of education- related expenses may include tuition and fees, books, supplies, miscellaneous personal expenses or room and board.
 - ii. A married applicant may apply for a separate loan.
 - iii. The laws against discrimination require that all creditors make credit equally available to all creditworthy customers and that credit reporting agencies maintain separate credit histories on each individual upon request.
 - iv. If you are married, you confirm that any loan application you make is made on behalf of your marriage or family and confirm that necessary spouse consent has been sought and obtained. If you are married you confirm that you understand and agree that we will provide a copy of any loan agreement to your spouse for his or her information. If the loan for which you are applying is granted, you agree to notify us if you have a spouse by sending us your name and your spouse’s name and address at Market Place.
 - v. If you are married, you confirm that (1) although the extension of credit is for the business purposes of the applicant borrower only and is not for a consumer purpose, if you (a) are an applicant borrower who is a sole proprietor and/or (b) become a guarantor to this transaction, you covenant that this obligation will be incurred in the interest of your marriage or family and for the benefit of your marital community; and (2) no provision of any marital property or court decree will adversely affect our interest unless, prior to the time credit is granted, we are furnished a copy of that decree.
 - vi. All loan agreements must be in writing and signed by you or your authorized representative to be enforceable.

- b. **Savings.** All Accounts (Online Savings Accounts and Certificate of Deposit Accounts as defined above) offered on and that may be accessible through the Service are held by GetPesa Limited.
- i. If you are an Account owner, you may use the Online Banking portion of the Service to access your Account, transfer funds to and from your Account, and perform other actions related to your Account, provided you have created credentials and been authenticated. In the case of a joint Account, each joint owner must separately create his/her own credentials. Your use of the Online Banking portion of the Service is governed by these Terms, as well as the Deposit Account Agreement, including Online Banking. As applicable to your Accounts and the Online Banking portion of the Service, if these Terms conflict with the Deposit Account Agreement, unless specially stated otherwise in the other agreement, the other agreement will control.
 - ii. You may cancel your access to the Online Banking portion of the Service by calling Customer Service.
 - iii. We may suspend, terminate, or limit your use of the Online Banking portion of the Service for any reason and without notice, except as may be required by law.

Credit and Debt Tools. As part of our credit and debt tools, you agree that we may provide you with updates regarding changes to your consumer report and important notifications related to your credit profile, which we may do on the Service, via push notifications, emails or text messages. You may cancel your participation in our credit and debt tools at any time by contacting us. We may cancel your participation if you do not login for 12 consecutive months and we reserve the right to modify or eliminate the credit and debt tools, at any time. Our credit and debt tools are only available to customers who have a social security number. If you applied for a the Market Place mobile app application and would like to receive our credit and debt tools, contact us through <https://getpesa.co.tz>

SECTION 8. TERMS SPECIFIC TO ACCOUNT LINKING

- a. By linking any of your accounts or information held by us or any third parties to the Service, such as by choosing to link an account to the Service (a **"Linked Account"**), you authorize and direct us and/or our Data Aggregators (defined below) to access third party sites, databases and other services relating to the Linked Account, to verify your ownership of and other information about your account, and to access, retrieve and use your account information or other information you direct us to access on an ongoing basis (**"Account Information"**). We may use the services of a third party service provider to access your Account Information, (these third parties are referred to as **"Data Aggregators"**). In some situations, this may include (i) authorizing us (either directly or through our Data Aggregator) to share your account login credentials or other information and (ii) granting us (either directly or through our Data Aggregator) full power and authority to take any additional steps, all as necessary to access, retrieve and use your Account Information in accordance with these Terms and our Privacy Policy. You acknowledge and agree that (iii) when we or our Data Aggregator access, retrieve and use Account Information, we are acting as your agent, and not as the agent of or on behalf of any other party; (iv) if we use a Data Aggregator to access your Account Information, that Data Aggregator will provide to us, on your behalf, your Account Information for our use in connection with the Service, including to respond to your inquiries, fulfill your requests, provide you with customer service, and identify offers from us and third parties that may be of interest to you; (v) we and our Data Aggregator may each use, modify, display, distribute and create new material using your Account Information to offer Products and third party services to you and as otherwise described in our [Privacy Policy](#); and (vi) we and our Data Aggregator may each use, sell, license, reproduce, modify, distribute and disclose aggregate or non-personally identifiable information derived through your use of the Service, including any Account Information obtained pursuant to the authorization above, for any purpose. **Please refer to our Privacy Policy for information on how we use, maintain, and share your Account Information.**
- b. We are not obligated to review Account Information for any purpose, including accuracy, legality, or non-infringement. You agree we and our Data Aggregator shall be entitled to rely on the foregoing authorization granted by you. If you wish to revoke the foregoing authorization for a particular linked account, you must unlink the account from the Service.
- c. You represent and warrant you are a legal owner of, or you are authorized to provide us and our Data Aggregator with, all Account Information, and have the right to grant the permissions set forth herein, and our third party service provider's exercise of its rights set forth herein will not violate any applicable laws or third party rights. You may only link external personal (not business) accounts held at a depository institution located in the United Republic of Tanzania. You understand and agree the Service is not sponsored or endorsed by, or affiliated with, any third parties, including any financial institution that holds the account you may choose to link to the Service.

SECTION 9. USER CONTENT

- a. The Service may enable you to transmit, post, communicate or otherwise make available text, photos, videos, links, information, ideas, suggestions, content and other materials ("**User Content**"), including through the Service's interactive features or functionality, such as chat features, message boards, forums and other communications tools. User Content may be accessible to and viewable by other users of the Service and the public. We do not claim ownership to User Content; however, by uploading or posting to the Service, you hereby grant to us a worldwide, royalty-free, fully paid-up, non-exclusive, perpetual, irrevocable, transferable and fully sub-licensable (through multiple tiers) license, without additional consideration to you or any third party, to reproduce, transmit, print, publish, distribute, index, exhibit, perform, display (publicly or otherwise), create derivative works of, adapt, modify, translate, comment on, use, analyze and otherwise exploit User Content for any purpose, including the right to use your name and likeness as contained therein, in whole and in part, in any format, media or channels now known or hereafter developed (including in connection with the Service and on third-party applications, sites and platforms such as Facebook, Twitter and YouTube), without further notice to you and without further requirement of permission from or payment to you or any other person or entity. You acknowledge and agree that we may use any ideas, concepts, know-how or techniques contained in User Content for any purposes whatsoever, including in advertising or informational articles.
- b. You are solely responsible for User Content. This means you, and not us, are entirely responsible and liable for any claims, loss or damages relating to User Content. When you post User Content, you represent and warrant you have permission to do so, including permission from any third parties whose names or likenesses are included.
- c. In addition, if you provide to us any ideas, proposals, suggestions or other materials ("**Feedback**"), whether related to the Service, a Product or otherwise, such Feedback will be deemed to be User Content, and you hereby acknowledge and agree such Feedback is not confidential, and your provision of such Feedback is gratuitous, unsolicited and without restriction, and does not place us under any fiduciary or other obligation.
- d. You represent and warrant you have all rights necessary to grant the licenses granted in this section, and User Content, and your provision thereof through and in connection with the Service, are complete and accurate, and are not fraudulent, tortious or otherwise in violation of any applicable law or any right of any third party. You further irrevocably waive any other rights with respect to attribution of authorship or integrity of materials regarding User Content you may have under any applicable law under any legal theory.
- e. A Few Rules of the Road Regarding User Content. We do not endorse or control User Content, so we have to ask that you follow a few rules:
 - i. *User Content Must Comply with Our Acceptable Use Policy.* Don't post content or materials that are obscene or that promote illegal activity, or that defame, abuse, harass, threaten or otherwise violate the legal rights of others (including rights of privacy and publicity). Any content or materials containing things like hate speech, nudity and violence (as examples) is strictly prohibited.
 - ii. *User Content Must Be Yours.* This means you have created the content or materials containing User Content and, where applicable, you must have permission from everyone whose name or likeness is contained in your content or materials to share such content or materials. User Content should not contain any visible logos, phrases or trademarks or other third party materials. Do not post any content or materials that belong to a third party (including any content that you might have found elsewhere on the Internet).
 - iii. *User Content Must Be Accurate and Truthful.* Do not impersonate any other user, person or company or upload or post any content or materials that you know is inaccurate, fraudulent, or deceptive. If you are not authorized to speak on behalf of the Company, please do not do so. Anything you say or post on the Service should reflect your true opinions or experiences.
 - iv. *User Content Must Not Include Sensitive Information.* Please avoid including your sensitive personal information (such as your social Security Number, credit card number, etc.) in any User Content posted.
 - v. *User Content Must Not Be Commercial.* Don't post advertisements, offers, or other commercial content designed or intended to sell your or a third party's goods or services.
- f. No Obligation to Monitor User Content. We may and expressly reserve the right (but have no obligation) to monitor, scan, intercept, review, analyze, record, store, evaluate, alter or remove User Content (and any messages, information, content or other materials sent to you, or received by you, in connection with the Service or its features or functionalities), at any time, including while it is in transit, and before and after it is stored or made available through the Service, and to monitor, review, analyze or evaluate your access to or use of the Service (including any Service features or functionalities), in each case by manual, automated or other means, and in each case for any purpose (including analytics, advertising (including sharing with ad brokers), marketing and any purposes as may be described in the

Service's Privacy Policy).

SECTION 10. INFORMATION MADE AVAILABLE THROUGH THIS SERVICE OR THIRD-PARTY SITES

- a. You are permitted to use the tools, content, information, links or materials made available to you on or through the Service ("**Service Information**") only for your own personal use and **not** for any commercial or business purposes. You are not permitted to publish, transmit or otherwise reproduce any Service Information in any format without our express written consent. In addition, you are not permitted to change, hide or remove any copyright, trademark or any other notices contained on the Service. We reserve the right, in our sole discretion, to add, change or remove any Service Information at any time and from time-to-time. These Terms do not provide you with any rights to any Service Information other than those specifically described in these Terms. All rights not expressly granted in these Terms are reserved by us or the third-party providers of any Service Information.
- b. The Service may contain links and other functionality that connect with certain sites and applications not provided by us, including social media sites and sites hosted by a third-party service provider ("**Third-Party Sites**"). We are providing these links and functionality solely as a convenience to you. We are not responsible for and have no liability for the content, features, products, services, privacy policies or terms of service of any Third-Party Sites. The fact that we have provided a link to a Third-Party Site is not an endorsement of that Third-Party Site (including any information or content made available throughout such site) or its owners, sponsors or operators. We have not tested any information, software or products found on any Third-Party Site and therefore do not make any representations about those sites or any associated products or services.
- c. except as otherwise provided by applicable law, neither we nor our third party service providers are liable for any loss or damage caused by
 - i. your reliance on any service information including any opinion, advice, product, service, content or other information available through the service or any third-party site or
 - ii. your reliance on any product or service obtained from a third-party site. it is your responsibility to evaluate the accuracy, completeness or usefulness of any opinion, advice, product, service, content or other information available on or through the service or obtained from a third-party site. Please seek the advice of professionals, as appropriate, regarding the evaluation of any specific opinion, advice, product, service, content or other information contained on the service or any third-party site.
- d. Promotions. Any sweepstakes, contests, raffles, surveys, games or similar promotions (collectively, "**Promotions**") made available through the Service may be governed by rules that are separate from these Terms. If you participate in any Promotions, please review the applicable rules as well as our [Privacy Policy](#). These Terms will apply to any Promotions; however, if the rules for a Promotion conflict with this Agreement, the Promotion rules will govern.

SECTION 11. ACCEPTABLE USE

- a. You accept sole responsibility for all of your activities using the Service. You may not use the Service in a manner that:
 - i. Uses technology or other means not authorized by us to access the Service Information or our systems;
 - ii. Uses or launches any manual or automated device or system, including "robots," "spiders," or "offline readers," to (a) retrieve, index, "scrape," "data mine," access or otherwise gather any Service Information or our systems, (b) reproduce or circumvent the navigational structure or presentation of the Service or (c) otherwise harvest or collect information about users of the Service;
 - iii. Reverse engineers, decompilation or disassembly any portion of the Service, except where such restriction is expressly prohibited by applicable law;
 - iv. Attempts to introduce viruses or any other computer code, files, or programs that interrupts, destroys, or limits the functionality of any computer software, hardware, or telecommunications equipment;
 - v. Attempts to gain unauthorized access to our computer network or user accounts;
 - vi. Encourages conduct that would constitute a criminal offense or that gives rise to civil liability;
 - vii. Harasses, abuses, stalks, threatens, defames, or otherwise infringes or violates the rights of us or any other party

(including rights of publicity or other proprietary rights);

- viii. Is unlawful, fraudulent, or deceptive;
- ix. Attempts to damage, disable, overburden, or impair our servers or networks;
- x. Reproduces, modifies, adapts, translates, creates derivative works of, sells, rents, leases, loans, timeshare, distributes or otherwise exploits any portion of (or any use of) the Service except as expressly authorized herein, without our express prior written consent;
- xi. Fails to comply with applicable third-party terms; or
- xii. Otherwise violates these Terms.

SECTION 12. TERMINATION

Subject to applicable law and the terms of any Product, we reserve the right, in our reasonable discretion, to terminate Your License, your use of the Service, your user account or any Product provided to you and to assert our legal rights with respect to content or use of the Service we reasonably believe is, or might be, in violation of these Terms or the terms of any Product. Upon any such termination, you agree to promptly delete all copies of the App from any of your devices on which the App has been installed.

SECTION 13. PROTECTING YOUR DEVICES AND USER ACCOUNT

You are solely responsible for (a) maintaining the security of your computer(s) or device(s) used for accessing the Service or on which the App has been installed; and (b) for the confidentiality of your user account information, including your access credentials. You are solely responsible for any and all activity that occurs under your user account as a result of your sharing this information or failing to keep this information secure and confidential, except as otherwise provided by law. You agree to notify us immediately of any unauthorized use of your user account, or any other breach of security, for the GetPesa deposits and related Products, or for GetPesa lending Products by contacting us at <https://getpesa.co.tz> for personal loans and the Market Place for small business loans at GetPesa Limited official number

SECTION 14. WARRANTIES; DISCLAIMERS

- a. we make no warranty, express or implied, concerning the service or any product. the service and products provided by us and our third-party providers are provided on an "as is" basis. we expressly disclaim any implied warranty of merchantability or fitness for a particular purpose, including any warranty with respect to the correctness, quality, accuracy, completeness, reliability, performance, timeliness or continued availability of the service or any service information.
- b. the service information, account information, software, products and descriptions of products published or made available through the service may include inaccuracies or typographical errors, and we specifically disclaim any liability for such inaccuracies or errors. if you believe that account information made available through the service is inaccurate or outdated, then you should contact the financial institution or other company that maintains the account information. we do not warrant or represent that the information made available through the service is complete, correct, secure or up-to-date. Any dated information is published as of its date only and we do not have any obligation to update that information. neither we nor any of our third party service providers have any responsibility to maintain the data, service information, account information or products made available through the service or to supply any corrections, updates or releases in connection with that data, service information, account information or products. we do not warrant or represent that we will be able to retrieve your account information. the service information and availability of the service, any product or any third party service is subject to change without notice. we do not represent or guarantee that the service, any product or any third party service will be available or free from loss, attack, hacking or other security intrusion and we expressly disclaim liability for any security-related loss or damages.
- c. Products are provided for free and our credit and debt tools are for educational and informational purposes only. We make no representation we will improve or attempt to improve your credit record, history, or rating. Any information provided by or through the Products (including any Service Information) do not, and should not be construed to, constitute or provide any financial, investment, legal, accounting, tax or other advice. We encourage you to consult a financial, investment, legal, accounting or tax advisor with respect to any such issues.

SECTION 15. NO LIABILITY

you agree your access to and use of the service or any product is at your own risk. in no event shall we or our third party service providers be held liable for any indirect, special, incidental, punitive or consequential damages, losses or expenses arising in connection with:

- a. your use of the service, service information, account information (including with respect to the retrieval or accuracy thereof), any product (including any application for such product) or any third-party site, or
- b. any site or app failure, error, omission, interruption, defect, delay in operation or transmission; computer virus; or line or system failure, even if we or our representatives are advised of the possibility of such damages, losses or expenses.

SECTION 16. SYSTEM OUTAGES, SLOWDOWNS AND CAPACITY LIMITATIONS

Any computer system, service or electronic device, whether it is yours, an internet service provider's, a mobile network operator's or ours, can experience unanticipated outages, slowdowns and/or capacity limitations. As a result of high internet traffic volume, transmission problems, systems capacity limitations and other problems, you may, at times, experience difficulty accessing the Service or communicating with us through the internet or other electronic and wireless services. The Service may be unavailable during system maintenance, for security precautions or when interrupted by circumstances beyond our control.

SECTION 17. MARKS, APPLICATION AND CONTENT

Review this part to ones applicable

The names "Market Place: by GetPesa" and logo, and other GetPesa trademarks, service marks, graphics and logos used in connection with the Service are our trademarks or registered trademarks (collectively "**GetPesa Marks**"). Other trademarks, service marks, graphics and logos used in connection with the Service are the trademarks of their respective owners (collectively "**Third-Party Marks**"). The GetPesa Marks and Third-Party Marks may not be copied, imitated or used, in whole or in part, without our prior written permission or the prior written permission of the applicable trademark owner. The Service and its content are protected by copyright, trademark, patent, trade secret, international treaties, laws and other proprietary rights.

SECTION 18. ADDITIONAL TECHNOLOGY

We may use Google, Inc. ("**Google**") Maps API and/or Places API to help pre-fill in [auto-complete] address information on the Service. By using this service, you agree to be bound by Google's Terms of Service. To learn more about Google's Terms of Service, please visit <https://www.google.com/policies/terms>.

SECTION 19. SEVERABILITY / NO WAIVER

If any provision of these Terms is deemed unlawful, void or unenforceable for any reason, then such provision shall be deemed to be removed from these Terms and shall not affect the validity and enforceability of any remaining provisions. Our failure to enforce the strict performance of any provision of these Terms or additional terms for any Product will not waive our right to later enforce those provisions.

SECTION 20. APPLICABLE LAW Review the applicable law in our region

- a. Except as provided in subsection (b) below, these Terms shall be governed by and construed in accordance with Tanzanian Law and any applicable laws of the United Republic of Tanzania without regard to rules concerning conflicts of law or choice of law.
- b. These Terms shall be governed by and construed in accordance with the law and the laws of the United Republic of Tanzania, without regard to rules concerning conflicts of law or choice of law.

SECTION 21. FILTERING

We hereby notify you that parental control protections (such as mobile device and computer hardware, software or filtering services) are commercially available that may assist you in limiting access to material that is harmful to minors. Information identifying current providers of such protections is available from https://en.wikipedia.org/wiki/Comparison_of_content-control_software_and_providers and providers. Please note that we do not endorse any of the products or services listed on such sites.

SECTION 22. ACCESSIBILITY

- a. We are committed to making the Service accessible to our customers and the public, including individuals with disabilities. Please contact our Customer Care Center toll-free at +255 753 696 636 for Market Place deposits and related Products, or for GetPesa lending Products toll-free +255 753 696 636 for personal loans and GetPesa Pay and for small business loans to speak to our coordinator.
- b. Reasonable Accommodations. Individuals who need a reasonable accommodation to access the Service should call our Customer Care Center toll-free at +255 753 696 636 for Market Place deposits and related Products, or for Market Place lending Products toll-free +255 753 696 636 for personal loans and Market Pay for small business loans and ask to speak to our coordinator. Requesters will need to provide the date on which the reasonable accommodation is needed and information about the nature of the requested accommodation. Requesters should include the type of device the requester is using, as well as contact information such as an email address or telephone number at which they can be reached. Depending on the nature of the request, we may need significant advance notice to provide a reasonable accommodation.
- c. Feedback. In the event a user with a disability experiences accessibility issues with the Service, please notify our coordinator toll-free at +255 753 696 636 for GetPesa deposits and related Products, or for Market Place lending Products toll-free at +255 753 696 636 for personal loans and Market Place at +255 753 696 636 for small business loans. In your communication to us, please specify the nature of the accessibility difficulty, including the portion of the Service that may have presented an accessibility challenge, as well as the type of device the requester is using.
- d. Third-Party Sites. The Service contains links to Third-Party Sites. We do not make any representations with regard to the accessibility of Third-Party Sites and are not able to remediate accessibility barriers on such sites.

SECTION 23. CONTACT US

Many questions regarding the Service, including our Products, can be answered or directed to our Customer Care Center by calling number 0744895895 or email us at info@getpesa.co.tz.

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Market Place® is a brand of **GetPesa Limited**, which is a limited liability Company registered under the laws of Tanzania of Amani Place, Plot No. 2, Block 10, Ohio Street, 11101 Kivukoni, Ilala CBD, Dar Es Salaam. All savings deposit products provided by **GetPesa Limited**.