**COMMON OPENERS FOR WHATSAPP**

**GREETINGS**

1. Hello! Thank you for contacting NGAO Credit. How may we be of assistance today?
2. Good Morning/afternoon and thank you for contacting Ngao Credit ! How can we be of service?
3. Welcome to NGAO Credit and we thank you for taking the time to talk to us! Now, how can we be of assistance?
4. Good afternoon (Customer Name) Thank you for contacting NGAO Credit! How can we be of assistance today?

**JOB VACANCIES**

1. Greetings! Thank you for showing interest in working at NGAO CREDIT. All job applications can be made through our official Recruitment portal FUZU. You can alternatively look for vacancies on the career page on our website. We wish you the best!
2. Hi there! Looking forward to working at NGAO CREDIT? Good choice. FUZU is our official recruitment portal, you can search for all our vacancies there or even on our website! Good luck!

**LOAN REQUIREMENTS AUTO LOGBOOK/JIJENGE**

1. Hi (Customer name) thanks for your query!   
     
   Getting a loan couldn’t be *easier/more straightforward/less stressful/more hassle free* with NGAO CREDIT-   
   All you need is an Original logbook, Original national ID & PIN, Latest 12 months bank statements, Post-dated cheque(s) and Comprehensive insurance cover. Kindly give us your phone number so we can walk you through it/Give us your phone number so we can call you and serve you right away!

**LOAN REQUIREMENTS IMPORT FINANCE**

1. Good afternoon/morning (Customer name) and thanks for your query!   
     
   You’ll be glad that to hear that with Import Finance, we handle everything- Our seamless end to end solution will deliver your dream car in less than 60 days!   
     
   You also get flexible repayment periods of up to 2 years with Interests as low as 3.5%. Interested? Kindly give us your phone number and we will talk you through it!

**COMPLAINTS “Listen, Apologise, Solve, Thank” Rule**

Do not delete (DND)

Do not delete any online complaints about you, no matter how tempting that might be. The only exceptions to this rule are obscenities, profanities, bigotry, and posts that call out employees' private information. If you delete a complaint on your blog or Facebook page or elsewhere, that's the opposite of good customer service. That's telling the customer that he or she doesn't matter, and it's inviting him or her to find another forum and get louder somewhere else. (If you don't believe me, check out the [United Breaks Guitars video](http://www.youtube.com/watch?v=5YGc4zOqozo) on YouTube.)

1. Good morning/afternoon (Customer name) we hear you and apologise for anything that you may have experienced. We try to improve our services everyday. Kindly provide us your phone number so we can contact you directly and sort this out. and Thank you for contacting Ngao Credit.
2. Hi there (Customer name) we deeply regret that you feel that you went through this. Kindly provide us your phone number so we can solve this issue for you. Thank you for contacting Ngao Credit.