

AMAKURU AJYANYE NA SERIVISI Y'ABAKIRIYA

Icyerekezo

Kuba ikigo cy'imari kiyoboye kandi gikunzwe kurusha ibindi mu Rwanda n'abakiriya bese ndetse n'abakozi

Inshingano

Kwiyemeza guha buri munyarwanda ubwishingizi bumukwiye kandi bumuha ibisubizo by'ibibazo ahura nabyo mu bimugera ku mutima.

Guharanira ko buri muntu uhawe ubwishingizi abona serivisi yo mu rwego rwo hejuru kandi inyuze abakiriya.

Values

- Gushyira imbere ibisubizo
- Imikoranire
- Itumanaho
- Icyizere
- Kwiga no Gukura
- Igikwiye

#	Serivisi	Inzira	Ibisabwa	Igihe	Umunsi
1	Ibibazo bisanzwe	<ul style="list-style-type: none"> > Umurongo Mugari: 1320 > Urubuga: www.prime.rw > Imeyili: info@prime.rw > Imbugankoranyambaga: Prime Insurance > Umukozi wa Prime > Umuhuza mu bwishingizi 	<ul style="list-style-type: none"> - Gusaba cg kubaza ikintu icyo ari cyo cyose <p>Urugero: Amakuru, amabwiriza, Kuyoboza, gukurikirana ibyawe,....</p>	Ntibirenga Iminota 5	Kuwa 1 – Kuwa 5: 8AM – 5PM
2	Ikibazo cy'umwihariko cyangwa igitekerezo	<ul style="list-style-type: none"> > Umurongo Mugari: 1320 > Urubuga: www.prime.rw > Imeyili: info@prime.rw > Agasanduku k'ibitekerezo > Urubuga rwa BNR: Intumwa > Icyicaro 	<ul style="list-style-type: none"> - Ufite ikibazo, igitekerezo, inyunganizi,.... 	Ntibirenga Amasaha 24	Kuwa 1 – Kuwa 5: 8AM – 5PM
Gufata ubwishingizi					
3A	Gusaba imibare ku mbanzirizamasezerano	<ul style="list-style-type: none"> > Umukozi wa Prime, > Umuhuza mu bwishingizi > Imeyili: info@prime.rw > Urubuga, Banki 	<ul style="list-style-type: none"> - Ibyifuzo by'umukiriya - Imyaka y'ufata ubwishingizi - Imishahara n'imyaka y'abakozi (Ubwishingizi bw'abakozi) - Ingano y'inguzanyo n'igihe izamara 	Ntibirenga Amasaha 2	Kuwa 1 – Kuwa 5: 8AM – 5PM
3B	Gufata ubwishingizi	<ul style="list-style-type: none"> > Umuhuza mu bwishingizi, > Umukozi wa Prime > Bank (Inguzanyo) > Ibiro bya Prime 	<ul style="list-style-type: none"> - Indangamuntu cyangwa Pasiporo - Imbanzirizamasezerano, Ifishi ya KFS, Ifishi y'ubwishyuru - Kwishyura umusanzu 	Uwo mwanya	Kuwa 1 – Kuwa 5: 8AM – 5PM

3C	Gufata ubwishingizi bwo kw'ikoranabuhanga	<ul style="list-style-type: none"> > Akanyenyeri: *177# > Website: WWW.PRIME.RW 	<ul style="list-style-type: none"> - Nimero y'Indangamuntu - Kwishyura umusanu 	Uwo mwanza	Buri muni Igihe cyose
Kwishyura Umusanu					
4	Kwishyura umusanu	<ul style="list-style-type: none"> > Kwishyura ukatwa ku mushahara > Kwishyura ukatwa kuri konti ya banki cyangwa kohereza frw ukoresheje Bank yawe > Akanyenyeri: *177# > Momo: *182# > Gushyira frw kuri compte ya Prime Life Insurance > Sheki 	<ul style="list-style-type: none"> - Kuzuza imbanzirizamasezerano n'Ifishi ya y'amakuru(<i>ku bwishingizi butari ubw'ikoranabuhanga</i>) - Amasezerano (<i>ku bigo gusa</i>) 	Uwo mwanza	Buri muni Igihe cyose
Amasezerano y'Ubwishingizi					
5	Kubona amasezerano y'ubwishingizi	<ul style="list-style-type: none"> > Ubutumwa bugufi burimo amasezerano > Ikicaro > Umuhuza mu bwishingizi > Banki (Ubwishingizi bw'Inguzanyo) > Website: WW.PRIME.RW 	- Kwishyura umusanu	Uwo mwanza	Buri muni Igihe cyose
6	Kubona amasezerano y'ubwishingizi bwo ku ikoranabuhanga	<ul style="list-style-type: none"> > Ubutumwa bugufi burimo amasezerano > Website: WW.PRIME.RW 	- Kwishyura umusanu	Uwo mwanza	Buri muni Igihe cyose
7A	Kureba imisanu	<ul style="list-style-type: none"> > Akanyenyeri *177# > Umuhuza mu bwishingizi, Ikicaro > Website: WW.PRIME.RW 	<ul style="list-style-type: none"> - Amasezerano y'ubwishingizi - Telefone cyangwa indangamuntu 	Uwo mwanza	Buri muni Igihe cyose
Avanse no Gusesa Amasezerano					
7B	Gusaba avanse	<ul style="list-style-type: none"> > Imeyili: info@prime.rw > Ikicaro > Umuhuza mu bwishingizi 	<ul style="list-style-type: none"> - Ibaruwa isaba - Kopi y'indangamuntu - Kwemererwa: nyuma y'imyaka 3 wiyandikishije 	Ntibirenga Iminsi 30 Uwo mwanza Ntibirenga Iminsi 30 Ntibirenga Iminsi 30	Kuwa 1 – Kuwa 5: 8AM – 5PM
8	Gusesa igice unyuzi ku kanyenyeri (Atarenga 100,000 FRW)	<ul style="list-style-type: none"> > Akanyenyeri: *177# 	- Kwemererwa: nyuma y'imyaka 3 wiyandikishije		Buri muni Igihe cyose
9	Gusesa igice	<ul style="list-style-type: none"> > Imeyili: info@prime.rw > Ikicaro > Umuhuza mu bwishingizi 	<ul style="list-style-type: none"> - Ibaruwa isaba - Kopi y'indangamuntu - Kwemererwa: nyuma y'imyaka 3 wiyandikishije 		Kuwa 1 – Kuwa 5: 8AM – 5PM
10	Gusesa amasezerano burundu	<ul style="list-style-type: none"> > Imeyili: info@prime.rw > Ikicaro 	<ul style="list-style-type: none"> - Ibaruwa isaba - Kopi y'indangamuntu 		Kuwa 1 – Kuwa 5:

		> Umuhuza mu bwishingizi	- Kwemererwa: nyuma y'imyaka 3 wiyandikishije		8AM – 5PM
Ibyerekeranye n'Ibyo Wemererwa n'Ubwishingizi					
11	Gusaba gusubizwa Frw	> Imeyili: info@prime.rw > Ikicaro > Umuhuza mu bwishingizi	- Ibaruwa isaba - Kopi y'indangamuntu - Ibaruwa ya banki & icyemezo cyo kurangiza kwishyura inguzanyo (K'ubwishingizi bw'inguzanyo)	Ntibirenza Iminsi 30	Kuwa 1 – Kuwa 5: 8AM – 5PM
12	Gusaba Indezo	> Imeyili: info@prime.rw > Ikicaro > Umuhuza mu bwishingizi	- Ibaruwa isaba - Amasezerano ya Prime - Kopi y'indangamuntu - icyemezo cy' uwitabye Imana	Ntibirenza Iminsi 30	Kuwa 1 – Kuwa 5: 8AM – 5PM
13	Kubona ibyo wemerewe igihe cy'ubwishingizi kirangiye	> Imeyili: info@prime.rw > Ikicaro > Umuhuza mu bwishingizi	- Ibaruwa isaba - Amasezerano ya Prime - Kopi y'indangamuntu - icyemezo cy' uwitabye Imana	Ntibirenza Iminsi 30	Kuwa 1 – Kuwa 5: 8AM – 5PM
14A	Gusaba ibyo wemerewe habayeho kwitaba Imana k'uwashe ubwishingizi	> Umuhuza mu bwishingizi > Imeyili: info@prime.rw > Ikicaro > Umuhuza mu bwishingizi	- Ibaruwa isaba cyangwa imeyili - Kopi y'amasezerano ya Prime - icyemezo cy' uwitabye Imana - Kopi y'indangamuntu y'uwishingiwe - Kopi y'indangamuntu y'umusigire	Ntibirenza Iminsi 30	Kuwa 1 – Kuwa 5: 8AM – 5PM
14B	Gusaba ibyo wemerewe habayeho kwitaba Imana k'uwashe ubwishingizi (Ikoranabuhanga)	> Imeyili: info@prime.rw > Ikicaro > Umuhuza mu bwishingizi	- Ibaruwa isaba cyangwa imeyili - icyemezo cy'irangamimerere - icyemezo cy' amavuko ku mwana - Kopi y'indangamuntu y'umufasha cyangwa umwana urengeje imyaka 16	Ntibirenza Iminsi 30	Kuwa 1 – Kuwa 5: 8AM – 5PM
14C	Gusaba ibyo wemerewe habayeho kwitaba Imana (Ubwishingizi bw'inguzanyo)	> Imeyili: info@prime.rw > Ikicaro > Banki ku bwishingizi bw'inguzanyo > Umuhuza mu bwishingizi	- Ibaruwa imenyeshya, isaba cyangwa imeyili - icyemezo cy'uwitabye Imana - Amasezerano ya Prime - Gahunda yo kwishyura inguzanyo - Raporo ya Polisi mugihe kwitaba Imana byatewe n'impanuka cyangwa ubwicanyi	Ntibirenza Iminsi 30	Kuwa 1 – Kuwa 5: 8AM – 5PM
15	Gusaba ibyo wemerewe habayeho kwitaba Imana	> Imeyili: info@prime.rw > Ikicaro > Umuhuza mu bwishingizi	- Ibaruwa imenyeshya, isaba cyangwa imeyili - icyemezo cy'uwitabye Imana gitangwa na muganga Umurenge cyangwa Irembo	Ntibirenza Iminsi 30	Kuwa 1 – Kuwa 5: 8AM – 5PM
16	Gusaba ibyo wemerewe habayeho ubumuga bwa burundu	> Imeyili: info@prime.rw > Ikicaro > Umuhuza mu bwishingizi	- Ibaruwa isaba cyangwa imeyili - Amasezerano y'Ubwishingizi	Ntibirenza Iminsi 30	Kuwa 1 – Kuwa 5: 8AM – 5PM

			<ul style="list-style-type: none"> - Raporo ya muganga yerekana ingano y'ubumuga n'icyabuteye - Raporo ya muganga wemeza ibyagaragajwe - Kopi y'indangamuntu y'uwishingiwe - Gahunda yo kwishyura inguzanyo 		
17	Gusaba ibyo wemerewe habayeho gutakaza akazi ku mpamvu zumvikanweho	<ul style="list-style-type: none"> > Imeyili: info@prime.rw > Ikicaro > Umuhuza mu bwishingizi 	<ul style="list-style-type: none"> - Ibaruwa isaba cyangwa imeyili - Amasezerano y'ubwishingizi - Ibaruwa yerekana impamvu umukozi yasezerewe - Kopi y'indangamuntu y'uwishingiwe 	Ntibirenga Iminsi 30	Kuwa 1 – Kuwa 5: 8AM – 5PM
18	Gusaba ibyo wemerewe habayeho gutakaza akazi (ubwishingizi bw'inguzanyo)	<ul style="list-style-type: none"> > Imeyili: info@prime.rw > Ikicaro > Umuhuza mu bwishingizi 	<ul style="list-style-type: none"> - Ibaruwa ya banki yafatiwemo inguzanyo - Ibaruwa y'Umukoresha irangiza amasezerano y'akazi - Imbonerahamwe y'uko inguzanyo yishyurwaga 	Ntibirenga Iminsi 30	Monday – Friday: 8AM – 5PM
19	Gusaba ibyo wemerewe hakenewe ubwunganizi mu mategeko	<ul style="list-style-type: none"> > Imeyili: info@prime.rw > Ikicaro > Umuhuza mu bwishingizi 	<ul style="list-style-type: none"> - Ibaruwa cg Imiyeli - Fotokopi y'indangamuntu - icyemezo cya Polisi kivuga uko impanuka yagenze 	Ntibirenga Iminsi 30	Monday – Friday: 8AM – 5PM
20	Gusaba ibyo wemerewe habayeho kurwarira mu bitaro	<ul style="list-style-type: none"> > Imeyili: info@prime.rw > Ikicaro > Umuhuza mu bwishingizi 	<ul style="list-style-type: none"> - Ibaruwa cg Imeyeli - Fotokopi y'indangamuntu - icyemezo cyacy'ibitaro warwariyemo - Ibyemewe: nibura amajoro 5 mu bitaro 	Ntibirenga Iminsi 30	Monday – Friday: 8AM – 5PM
GUSESA AMASEZERANO CYANGWA KUYAHINDURA					
21	Gusesa amasezerano	<ul style="list-style-type: none"> > Imeyili: info@prime.rw > Ikicaro > Umuhuza mu bwishingizi 	<ul style="list-style-type: none"> - Kwandika Ibaruwa ibisaba mbere y' Ukwezi - Fotokopi y'Indangamuntu 	Ntibirenga Iminsi 30	Monday – Friday: 8AM – 5PM
22	Guhindura amasezerano	<ul style="list-style-type: none"> > Imeyili: info@prime.rw > Ikicaro > Umuhuza mu bwishingizi 	<ul style="list-style-type: none"> - Ibaruwa ibisaba mbere y' Ukwezi - Fotokopi y'Indangamuntu 	Ntibirenga Iminsi 30	Monday – Friday: 8AM – 5PM

ANDI MAKURU Y'UMUKIRIYA

#	Izindi Serivisi	Inzira	Ubusobanuro
1	Ubwishingizi bwa Prime Life Insurance	<ul style="list-style-type: none"> > Urubuga rwa Prime > Akanyenyeri *177# > Umurongo Mugari: 1320 > Ikicaro cya Prime 	<ul style="list-style-type: none"> > Ubwishingizi bw'Inguzanyo > Ubwishingizi bw'Abakozi > Ubwishingizi bw'Umuryango > Ikimuna Cyacu > Ubwishingizi bukomataniye > Ubwishingizi bw'Amashuri > Intego: Ubwishingizi bw'izabukuru > Umurage w'Amashuri

			> Nkunganire Shoferi
2	Uburyo bwo gutumanaho n'abakiriya	> Urubuga > Umuhuza mu bwishingizi > Ikicaro cya Prime	> Imeyeli: info@prime.rw > numero ya Telefoni : > Umurongo mugari 1320 > Abahuza mu bwishingizi ku rubuga : www.prime.rw > Ubutumwa bugufi: bwa Prime Life Insurance > Chatbots/Live Chat: Prime Urubuga (www.prime.rw), BNR Intumwa (www.bnr.rw) > Imbugankoranyambaga: Prime Insurance Rwanda > Urubuga: www.prime.rw > Agasanduku k'Ibitekerezo > Ibiganiro mbwrrwaruhame
3	Ibipimo by'ubuziranenge bwa serivisi	> Customer Care Policy	> Amabwiriza rusange Y'uburyo bikorwa > Kwishyura vuba > Kumenyeshya abakiliya aho ibibazo byabo bigeze > Gukurikiza ubutaberera no kudasumbanya abakiliya
4	Imyitwarire isabwa ku bakozi batanga serivisi	> Customer Care Policy	> Gutuza no guha umwanya abakiliya > Kwihangana > Gutega amatwi no gutanga ibisubizo > Gutanga ikizere > Gushobora gukorana n'abantu b'ingeri zose
5	Amasaha y'Akazi	> Urubuga rwa Prime > Prime Ikicaro	> Iminsi y'Akazi: Saa mbiri – Saa kumi n'imwe kuva kuwa mbere kugeza kuwa gatanu > Iminsi y'ikiruhuko: Iyo habaye ikibazo kidasanzwe
6	Igihe sisitemu idakora n'igihe ikora	> Urubuga rwa Prime > Ikicaro > Ubutumwa bugufi	> Imirimo yose ikorerwa mu ikoranabuhanga ikomeza gukora haba kuri telefoni no ku mbuga nkoranyambaga amasaha 24 kuri 24 igihe cyose.
7	Umucyo ku itangwa rya serivisi	> Urubuga rwa Prime > Customer Care Policy	Prime Life Insurance yita ku gukorera mu mucyo no mu butabera nta gusumbanya abayigana kugirango yubake ikizereto kandi igatanga amakuru uzuye muri serivisi itanga kugirango ikorane n'abayigana mu bwisanzure
8	Serivisi Zihariye	> Urubuga rwa Prime > Customer Care Policy	Prime Life Insurance grants itanga serivisi zihariye ku bantu bakurikira: > Ababana n'ubumuga > Abanyapolitiki
9	Ibihano byo kutubahiriza imitangire ya serivisi	> Urubuga rwa Prime > Customer Care Policy	Prime Life Insurance ihana umukozi wayo unyuranyije n'aya mabwiriza harimo: Kwihanangirizwa, gusabwa ibisobanuro, Gukatwa umushahara, Guhagarikwa by'igihe gito cg burundu, kwishyura umukiriya iyo hari icyangijwe
<p style="text-align: center;">Niba utishimiye serivisi wahawe, hamagara tugufashe: Umukozi wacu ushinze imibanire n'abakiriya kuri telephone: 0783 990 335 cyangwa imeyeli: complaints@prime.rw</p>			

Innocent HABARUREMA
Umuyobozi Mukuru
Prime Life Insurance

Joseph BAHENDA
Umuyobozi w'Inama y'Ubuyobozi
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