Know Your Rights!



Excellent service and financial solutions are the seal of our service and we can achieve this by acknowledging and respecting your rights as clients. Therefore:

You have a right to service.

You have a right to product information.

You have a right to be heard.

You have a right to be served with respect and in a professional manner.

You have a right to share with us any candid feedback (whether negative or positive).

You have a right to file a complaint with any Zimnat branch or office.

Ziva kodzero yako!

Kukupai rubatsiro rwakakodzera ndicho chivimbiso chebasa redu, tinozadzisa basa redu nekubvuma kukudza kodzero dzenyu sevatengi. Naizvozvo:

Mune kodzero yekuziva zvizere maringe nemasevhisi edu.

Mune kodzero yekunzwikwa zvizere.

Mune kodzero yekubatsirwa zvakanaka zvine rukudzo nehunyanzvi hwana mazvikokota vebasa.

Mune kodzero yekutizivisa zvamunenge masangana nazvo (zvakanaka kana zvakaipa).

Mune kodzero yekunyora zvichemo zvenyu kune chero hofisi ye Zimnat iri pedyo nemi.

Wazi amalungelo akho!

Isevisi enhle lezixazululo zezezimali ziyizithembiso zomsebenzi wethu. Sifeza umsebenzi wethu ngokuvuma ukuhlonipha amalungelo akho njengomthengi. Ngakhoke :

Ulelungelo lokwazi okwengeziweyo ngamasevisi ethu.

Ulelungelo lokulalelwa ngokugcweleyo.

Ulelungelo lokusizwa ngendlela efaneleyo ngenhlonipho langobuciko ngabasebenzi abalobuciko.

<u>Ulelunaelo lokusazisa mavelana lalokho ovabe uhlanaane lakho (okuhle noma okubi)</u>