## Customer Service Charter

**WHO WE ARE AND WHAT WE DO**
Momentum Finance Limited is a microfinance company duly incorporated in accordance with the laws of Barbados to provide financing options to Civil Servants, businesses and employees from privately owned companies to address their financing needs and impact their lives positively.

**OUR MISSION** is to achieve market leadership by offering impact driven financing to enhance the lives of our valued customers in Barbados

**OUR VISION** is to be a respected international microfinance organization, encompassing the principles of responsible lending to positively impact the lives of our customers, driven by people passionate in what they do in order to deliver world class service to our valued customers

**OUR VALUES** are Teamwork, Innovation, Commitment and Responsibility

**WHAT YOU CAN EXPECT FROM US**:
- We will serve you with courtesy and enhance the quality of the provided services
- We will provide you with precise information in all of our dealings in a timely manner
- We will listen to you, understand your queries and solve them in a professional manner with high level of confidentiality
- We will value your feedback and consider your views and suggestions to develop our products and services

**WHAT WE EXPECT FROM YOU**:
- To provide us with honest and accurate information upon request
- To voluntarily inform in case of any changes to your status in terms of contact information or domicile
- To treat our staff with courtesy and respect as you would like to be treated
- To honestly and without hesitation provide us with feedback on our services
- To feel comfortable to put your queries, complaints and compliments with us through:
  - our customer care Email address: info@momentumfinance.bb  OR complaints@momentumfinance.bb
  - our customer care number: **+1 (246)288 2696** or **Whatsapp** us on **+1 (246) 288 7646**.
  - We are always available from 8:00am to 5:00pm for each working day, except for Saturday from 9:00am to 12:30pm.

   **MOMENTUM FINANCE – "THERE WHEN YOU NEED US"**