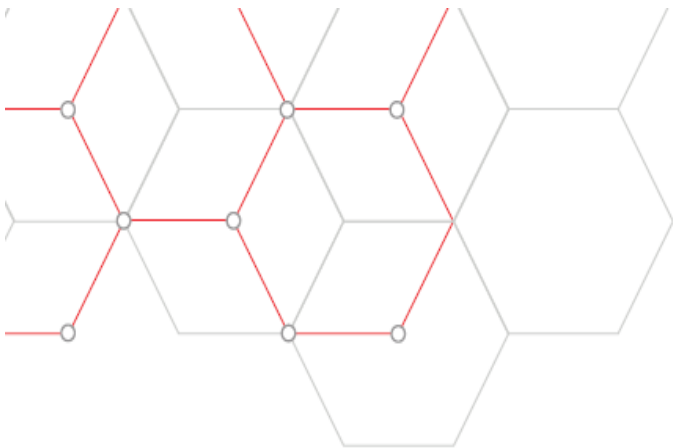




This is the Customer Complaints Policy for Status Vetting Services (Pty) Ltd t/a Elula Credit Management Solutions (ELULA).

1. Purpose

This Policy establishes the guidelines and procedure when dealing with Customer Complaints. It ensures compliance with legal, regulatory and compliance standards while ensuring customer service, satisfaction and excellence.

2. Scope

This Policy applies to all customers, employees, contractors and any other individuals who provide or receive services directly or indirectly from ELULA.

3. Complaints resolution process

3.1 In the event that Elula, or any of our employees or representatives, provided you with services that you feel are unsatisfactory, you may address your complaint to us in writing to:

Elula Credit Management Solutions

7 Barrie Street, Hamberg, Roodepoort, 1725

E : info@elula-cms.co.za

3.2 Information required:

- Your name and contact details
- A complete description of the complaint
- The date on which the incident in question took place

4. Complaint Receipt

Within 24 hours of receiving your complaint, Elula will send you an acknowledgement of receipt via email. The name and contact details of the person responsible for the resolution of your complaint will be included in the acknowledgement.

Your complaint will be recorded in our Complaints Register.

Your complaint will be investigated and you will be kept informed of the progress on a regular basis until the matter is resolved.

We will attempt to resolve your complaint within reasonable time.

If we are unable to resolve your complaint within 4 weeks, or if we are unable to resolve your complaint to your satisfaction, you have the right to refer your complaint in writing to the Credit Ombud.

The Credit Ombud

Postal: P O Box 805, Pinegowrie, 2123

Physical: 110 Oxford Road, Houghton Estate, Johannesburg, 2198

Tel: 0861 662 837

Email: ombud@creditombud.org.za

Website: www.creditombud.org.za

5. [Access to the customer complaints procedure](#)

The customer complaints policy is available on our company's website at www.elula-cms.co.za