



COMPLAINTS HANDLING PROCEDURE



At Mukuba Financial Services Limited (MFSL), your satisfaction matters to us.

We are committed to providing high-quality service, and if at any point you are unhappy with our services, we are here to listen and resolve your concerns promptly, fairly, and transparently.



All complaints must be in writing and addressed to the Chief Executive Officer.



The Complaint must contain the complainant's full name, contact address, phone number and email address.



Explain the complaint as simply and clearly as possible.



Submit supporting documentation, if any.



We will acknowledge receipt of your complaint within 24 hours.



Your complaint shall be resolved within 5 working days, or an update will be provided by the handling Officer if more time will be required for investigation.



Complaints not resolved within 90 days will be reported to the Pensions and Insurance Authority (PIA).



MFSL will provide status updates until the complaint is fully resolved.



If the complaint is not satisfactorily resolved within 90 days you have the right to escalate and complain to the PIA.



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