



CLIENT SERVICE CHARTER

A. PURPOSE

SMEDCO's Client Service Charter sets out our commitment to deliver a high standard of customer service. We seek to meet your financial needs by offering quality financial advice, products and services. Our customers are the cornerstone of our business and we consistently strive to exceed your expectations by anticipating and meeting your financial needs. This Service Charter outlines the type of service standards, the time frames we aim to provide and the various channels for customers to share feedback so that we are able to better serve you. Our key values include: Professionalism, Equity, Transparency, Integrity and Teamwork.

B. WHO WE ARE

The Small and Medium Enterprises Development Corporation (SMEDCO) was founded in terms of the SMEs Act, Chapter 24:12 formerly SEDCO Act, No.16 of 1983 to facilitate the development of MSMEs. The Corporation engages in a number of activities such as the provision of financial assistance, accommodation facilities and business support services.

Mission

To provide financial and capacity building services that promote the establishment and growth of co-operatives and MSMEs.

Vision

A centre of *excellence* for the provision of MSME development solutions.

Our Key Values

We will continuously work towards improving the Standards of Service at SMEDCO. Our relationship with customers will be guided by the following key values:

1. Professionalism

- We exhibit high standards of skill, good judgment and polite behaviour. We consistently deliver high levels of service.

2. Equity

- We give our stakeholders equal opportunities and access to our services with high standards of fairness and impartiality.
- We will act fairly and reasonably towards you in a consistent ethical manner.
- We will establish a clear set of procedures to ensure that any dispute between us will be resolved fairly and quickly. For more details on our complaints procedure, please visit www.smedco.co.zw. We will tell you how to make your complaint as well as our procedures for handling them fairly and quickly.

3. Transparency

- We value full disclosure, clarity and accuracy in our engagements with and from our stakeholders.
- We will keep customers informed, through various channels (e.g. over the internet, by telephone, email or at our branches) of available products and services. You can contact us for information or provide feedback through these channels.

4. Integrity

- As we conduct our business, we consistently adhere to moral and ethical principles of honesty, respect and trustworthiness

5. Teamwork

- We encourage trust, cohesion and cooperation as we deliver our mandate efficiently and effectively.

C. SERVICE STANDARDS AND WHAT TO EXPECT

Pillar 1: Know Your Customer

Description

To understand the customer profile that enables us to:

- Anticipate the customer's needs and preference.
- Offer products and services as per the customer's requirements.

No	Commitment	Service Standards
1.1	We strive to help the customer to find the right product that suits the customer's need and profile.	<ul style="list-style-type: none">a. Knowledgeable front of house and reception staff is made available to serve customer.b. Information on features and fees for the various products and services is available to the customer through various channels (i.e. <u>branch /brochures /website</u>).c. Conducts periodic customer satisfaction feedback /surveys to ensure that the customer's needs are fulfilled.

Pillar 2: Timely & Efficient Service

Description

SMEDCO aims to provide efficient and effective customer service at all times. To deliver a seamless services wherein the customer is aware of:

- Time that will be taken.

- Broadly, the steps involved in providing the service.

No	Commitment	Service Standards
2.1	We will set a clear expectation on time taken for various services.	Information on time taken to deliver services to the customer i.e. expected service standard is made available through various channels (i.e. <u>branch /brochures /website</u>).
2.2	We aim to serve the majority of customers promptly in all our Branches (general enquiries)	<p><u>Customer Waiting Time</u></p> <ul style="list-style-type: none"> • Within 10 minutes.
2.3	We aim to efficiently attend to applications	<p><u>Customer Serving Time</u></p> <ul style="list-style-type: none"> • Within 20 minutes for initial interview where we will provide you with advice and explain the process flow and establish a clear set of procedures to ensure that they are easy to understand <p><u>Loan Application Turnaround Time</u> <i>(From the point when full documents, application form and information received)</i></p> <ul style="list-style-type: none"> • All our loan application will be processed and the decision thereon shall be given within 14 working days from the date of complete submission <p><u>Offer / Rejection Letter</u></p> <ul style="list-style-type: none"> • We will endeavor to issue the Offer/Rejection Letter efficiently and speedily in accordance to our internal policies which is within 14 working days. <p><u>Disbursement Proposal</u></p> <ul style="list-style-type: none"> • All disbursement applications that are complete and fulfil the pre-disbursement conditions will be processed within four (4) working days
2.4	We aim to follow through and provide	<p>a. Phone</p> <ul style="list-style-type: none"> • Where no follow up is required – immediate such as first call resolution.

	the requisite updates to customer's queries.	<ul style="list-style-type: none"> • Where follow up is required – within 3 working days from the date of the first call. • Where enquiry is complex, we will provide a reasonable timeframe and keep the customer updated accordingly. <p>b. Written (email, facsimile, letter, social media)</p> <ul style="list-style-type: none"> • For e-mail <ul style="list-style-type: none"> i. Provide acknowledgement response automatically / within 24 hours (if the email is addressed to enquiries@smedco.co.zw) ii. Respond within 3 working days from the date of receipt of enquiry if enquiry is not complex. • For letter <ul style="list-style-type: none"> i. Provide timeframe and keep the customer updated upon receipt. • For social media <ul style="list-style-type: none"> i. Provide acknowledgement response within 24 hours if it is a working day. Otherwise, the acknowledgement response will be on the working day which follows. ii. Respond within 3 working days from the date of receipt of enquiry if enquiry is not complex. <p><i>Note: Where enquiry is complex, we will provide a reasonable timeframe, refer to the CEO when necessary and keep the customer updated accordingly.</i></p> <p>c. Branch visit</p> <ul style="list-style-type: none"> • Where no follow up is required, we will endeavour to provide first touch point resolution immediately. • Where follow up is required – within 3 working days from date of first visit. • Where enquiry is complex, we will provide a reasonable timeframe and keep the customer updated accordingly.
2.5	We aim to address the customer's complaints /issues consistently and promptly.	<ul style="list-style-type: none"> • Acknowledge the customer's complaints /issues within 24 hours of a working day. • Communicate clearly on the complaint /issue.

		<ul style="list-style-type: none"> • Address the complaint /issue in an equitable, objective and timely manner by informing the customer on our decision no later than 14 calendar days from the date of the receipt of the complaint /issue. • Keep the customer updated if unable to address the complaint /issues within the stipulated timeframe. • Provide information on escalation to higher alternative avenues if the queries are not to the customer's satisfaction at first instance.
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Pillar 3: Transparent & Personable Service

Description

Endeavour to deliver a customer experience wherein the customer is:

- Given access to products and services related information.
- Handled by competent and knowledgeable staff who will strive to provide good service.

No	Commitment	Service Standards
3.1	We are open and transparent in our dealings.	<p>The following Information is made available through any of the various channels of communication such as <u>branch /brochures / website</u>:</p> <ol style="list-style-type: none"> a. Applicable Fees, charges, penalties, late payment charges, and relevant interest /profit rates and obligations in the use of a banking product or service. b. Product related details (i.e. product disclosure sheets, terms and conditions) will be shared
3.2	We train our branch staff to have adequate knowledge to advise and assist customers on our products and services.	Staff is knowledgeable about our products and services.
3.3	We provide customers a personable service experience.	<ol style="list-style-type: none"> a. First Impressions <ul style="list-style-type: none"> • Acknowledge and greet customers when customers walk in /approach the reception • Offer to assist the customers.

		<p>b. Understand the customer's needs</p> <ul style="list-style-type: none"> • Ask relevant and appropriate questions to understand what the customer wants. • Listen to the customer attentively. <p>c. Handle the queries /instructions</p> <ul style="list-style-type: none"> • Provide options that meet the customer's needs. • Use simple words and explanations to customers. • Perform end to end follow-up until the customer's issue is resolved.
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Pillar 4: Accessibility

Description

Offer an engagement model wherein the customer is aware of our:

- Multi-channel options.
- Accessibility.

No	Commitment	Service Standards
4.1	We are easily accessible via various channels i.e. physically & virtually.	<p>The customer is kept informed on the physical and virtual channels made available to them, using the various modes of communication such as <u>branch/brochures/ website</u>.</p> <p>Specifically, the customer has access to the following:</p> <ul style="list-style-type: none"> • List of physical channels which include branches that are present in Harare, Bulawayo, Gweru, Masvingo, Mutare and Bindura serving all ten provinces of the country. • List of virtual channels which include contact numbers and website.
4.2	We actively seek thoughts and suggestions on how SMEDCO can serve customers better.	<p>Provide channels for the customer to provide feedback via:</p> <ul style="list-style-type: none"> • Corporate websites (www.smedco.co.zw) • Contact numbers • Branches • Periodic customer satisfaction surveys.

D. EXPECTATIONS FROM CLIENTS

SMEDCO clients are encouraged to:

- Display courteous conduct towards other customers, our staff and our property
- Timely respond to requests for information precisely, accurately and comprehensively
- Comply with laws that govern our operations
- Abide by any other statutory requirements
- Attend scheduled meetings on time
- Make all payments on or before contract date
- Refrain from offering inducements to staff nor solicit for favours from the Corporation.

SMEDCO is continuously seeking to improve services and welcomes customer comments.

- We shall take all your suggestions, complaints and advice seriously
- We undertake to review our Client Service Charter on an on-going basis and ensure it is consistent with our Strategic Plan and community needs.

If you have enquiries, concerns, complaints or compliments please contact us through:

Telephone number: +263 242 792822/4
E-mail: enquiries@smedco.co.zw
Writing to: The Chief Executive Officer
SMEDCO
P.O. Box 4520
Causeway
HARARE