

Customer Service Charter

1 Introduction
At Homelink Private Limited, we are committed to providing excellent, transparent, and customer-focused services in all our engagements. This Customer Service Charter serves as our commitment to you, our valued customers, and defines the standards you can expect when interacting with us.

2 Our Vision
To be the premier brand for property, financial and investment solutions.

3 Our Mission
To offer our customers unmatched value in Property Development and Sales, Mortgage Lending, Money Transfers, Microfinance and Foreign currency Trading.

- 4 Our Core Values**
- Excellence
 - Innovation
 - Kaizen
 - Trust
 - Professionalism
 - Respect

6 Our Customers Can Expect:

Service Aspect	Service Standard
Responsiveness	All email, website, and social media queries will be acknowledged within 24 hours and resolved within 3–5 working days.
Walk-in Service	Customers will be attended to within 15 minutes of arrival at any branch.
Loan Processing	Personal loans will be processed within 48 hours, while business loans will be processed within five days of the application.
Telephone Etiquette	All calls will be answered within 3 rings. Polite and professional language will be used at all times.
Product Information	Customers will receive clear, relevant, and complete information on products and services.
Complaint Handling	All complaints will be acknowledged within 24 hours and resolved within 7 working days. Complex cases will be referred and escalated, with updates provided every 3 days.
Privacy and Confidentiality	Customer data will be handled securely and only used for legitimate business purposes.
Feedback Mechanisms	Customers can share feedback via email, social media, suggestion boxes, website forms, or by visiting our offices.

- 7 Customer Responsibilities**
To help us serve you better, we kindly ask you to:
- Provide accurate and complete information when requested.
 - Treat our staff with courtesy and respect.
 - Follow procedures and requirements applicable to our services.
 - Promptly communicate concerns, complaints, or feedback.
 - Protect your personal information and report suspected fraud.

- 8 Channels of Communication**
You can contact Homelink through the following channels:
- **Website:** www.homelink.co.zw
 - **Email:** helpdesk@homelink.co.zw
 - **Telephone:** +263 867 700 6071
 - **Social media:** [facebook](#) Homelink Zimbabwe
 @homelink_zim
[Instagram](#) @homelink_zim
[LinkedIn](#) Homelink Private Limited
 - **Physical Address:** Hardwicke House, 72-74 Samora Machel Avenue, Harare



- 5 Our Service Commitment**
We are committed to:
- Treating every customer with dignity, fairness, and respect.
 - Providing accurate, timely, and clear information about our products and services.
 - Responding to enquiries, feedback, and complaints promptly and professionally.
 - Continuously improving our services based on customer feedback and best practices.
 - Maintaining the confidentiality and privacy of all customer information.

- 9 Complaint Handling Process**
1. *Lodge a complaint* – Through any of our communication channels.
 2. *Acknowledgement* – Within 24 hours.
 3. *Investigation and resolution* – Within 7 working days.
 4. *Escalation* – If unresolved, the matter may be escalated to senior management or the Consumer Protection Commission.
- 10 Monitoring and Review**
This Charter will be reviewed annually and updated based on customer feedback, regulatory requirements, and evolving service standards.