

## **Conflicts policy**

We at Mothusi Financial Services are committed to deal with any concerns or complaints that our customers may have. We aim at always putting right and correcting mistakes made by us as our goal is to provide satisfactory and excellent services at all times.

Should you, at any time, not be happy with the service provided to you, please let us know in person at our office. You can also e-mail us your complaint at [refiloentsoeu@rocketmail.com](mailto:refiloentsoeu@rocketmail.com). Any complaint brought to us will be dealt with within a week and a positive feedback will be provided a week after the complaint has been launched.

When handling complaints, we promise to be fair, approachable and give the customer the attention and guidance they deserve. Should you not be happy with the way we handled your complaint, please feel free to report us to the Central Bank of Lesotho at +266 22314281 or +266 22232000.