

The background features abstract, overlapping geometric shapes in various shades of green, ranging from light lime to dark forest green. These shapes are primarily located on the left and right sides of the page, framing the central text. The overall aesthetic is modern and clean.

# CUSTOMER CARE AT CREDIT DATA

## INTRODUCTION ABOUT THE CUSTOMER CARE DEPARTMENT

- ▶ Customer Care is the department that is tasked to handle clients who might require one or all of the following from our offices:

- ▶ An investigation
- ▶ Query/Dispute
- ▶ Complaint





In this presentation I will  
focus on a Query/Dispute

# What is a dispute?

This is when an **Account Holder** (AH) is questioning the validity of his information held about him

# Who is an Account Holder?

This is a subject whose information is being hold in our database.

The Law requires Account Holders to have access to all information we hold about them

Account Holders disnute anv



# Handling a dispute

# This is how a dispute is handled

The Account Holder will be required to fill the Dispute Form to lodge in his Query/Dispute

- ▶ The form can be obtained by requesting direct from us or by downloading from us our website: [www.creditdatamw.com](http://www.creditdatamw.com)
- ▶ Customer Care allocates a number which will be indicated on the form and will also be communicated to the AH.
- ▶ The filled dispute form is then forwarded to a Department within the bureau
- ▶ Once a dispute is received by the Department, an investigation is then conducted.
- ▶ The Law requires us to give feedback within 10 working days but we Endeavour to do so in less than those days.



# Concluding a dispute

- ❖ Any action by the Department shall be communicated to the bureau for onward notification to the AH
- ❖ Then we communicate back to the AH by filling and sending the notification form



Otherwise Our Slogan is.....

**CUSTOMER COMES FIRST!!!!**



# THE END

Thank You so Much for Your time and for being such a wonderful Audience