

Complaints & Suggestions Handling Process

Dear Customer,

Kindly follow the below procedure to log complaint in order to serve you better.



Customer Care: 92 000 77 34



customer-care@rayafinancing.com



rayafinancing.com



013 819 5411

Timeframe to Respond to a complaint:

Our highly trained and professional customer relationship officers ensure that all complaints are handled and resolved with great care using a framework that has been designed to serve you better.

Our customer service department's representatives would acknowledge receipt of complaint, provide complaint number and would inform customer of any required document within a period of 3 working days in addition to that all complaints would be escalated systematically depending on its nature.

upon providing the required document if any, matter would be resolved within 10 working days.

The dissatisfied customer can reopen the complaint using the same complaint number and it will be escalated and followed by concerned authorities.

Customer Relation Department

Raya Financing Company

