

CODE OF CONDUCT

1. We shall behave in a Christ-like manner towards you.
2. We shall treat you with dignity, fairness and respect, free from discrimination.
3. We shall make every possible effort to provide responsive and affordable financial products and transformational services to you.
4. We shall show the pricing of our products clearly to you including all fees and charges.
5. We shall not knowingly overburden you with debt or other services.
6. While debt collection practices must include energetic pursuit of defaulters, we shall treat you with dignity.
7. We shall make clear the manner in which our products and services work, our commitments to you, and your contractual obligations and responsibilities.
8. Should a problem arise, our goal is to resolve the matter through prompt and fair reconciliation with you.
9. We shall do what we say shall we do.
10. We shall continue to resource, equip and support you toward transformational life change.