

MAURITIUS HOUSING COMPANY LTD



CONSUMER CHARTER

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CONSUMER CHARTER

The main objectives behind the setting up of a Consumer Charter are:

- To set operations standards for the delivery of different types of services offered by MHC;
- To make our services more responsive to the needs of our customers.

This Consumer Charter outlines the commitments, responsibilities, standards in service delivery, grievance redress, good governance and accountability. It sets out the type of service we aim to provide, how to contact us and give us feedback, particularly if anything goes wrong and how you can assist us to better serve you.

You should therefore know:

- The duties and responsibilities of MHC towards you;
- What services to expect from MHC;
- What to do when something goes wrong;
- What procedures to follow to submit a suggestion or a complaint;

Our Vision

To be the undisputed benchmark and the most preferred provider of housing financial services in Mauritius and the region.

Our Mission

Product/Services Aspect

To offer a wide range of attractive housing financial services with respect to Construction projects, Renovation, Extension, Reimbursement, Purchase and Acquisition of lodging/apartment and refinancing of housing loans aiming at helping every Mauritian and Rodriguan family to own a house.

Customer Aspect

To professionally and continually delight our customers ranging from a new born to a senior citizen with a wide spectrum of competitive products that better meet their needs and expectations whilst ensuring a better future.

Geography Aspect

With a view to fulfilling the MHC mandate, we shall maximise our share of the market in Mauritius and Rodrigues without disregarding regional market using tailor-made strategies and objectives.

Technology Aspect

To make full use of available, affordable and applicable technologies that will take the organisation to higher business excellence.



Good Governance Aspect

To leave no stone unturned in addressing the currently applicable code of Corporate Governance and that of the Bank of Mauritius Guideline on Corporate Governance and any other established industry practices aiming at the enhancement of customer confidence and legal compliance.

People Aspect

We shall always put our people who are our most valued asset, in the centre point of our business operations, through adequate training and performance management whilst ensuring quality at all times.

Our Core Values

1. Innovation & Creativity
2. Customer Oriented
3. Staff Development & Welfare
4. Honesty & Integrity
5. Teamwork & Team Spirit
6. Serviceability
7. Environment Care

Service Obligations

- **Commitment to Customers**

We will assume every commitment which is an essential component for meeting your requirements and expectations. In this regard, we will continuously strive to improve the level of service being offered to you, which include the integration of new technology, and the employment of qualified and dedicated staff. We shall ascertain that our employees are properly trained and possess the requisite knowledge, competencies and sense of responsibility to deliver a qualitative service in serving you.

- **Accountability**

All our products and services must comply with relevant laws and regulations in force in Mauritius, as well as guidelines set by the Bank of Mauritius, the Financial Services Commission and the approved frameworks of MHC. We will explain and help you understand the financial benefits of our products and services that you are interested in, how they are suitable for your needs and the risks involved.



- **Privacy**

We will respect your privacy, all your records will be kept secure and your personal information treated with sensitivity. We will ensure that we have appropriate physical and technological security measures to protect your information. Your personal information will not be revealed unless authorised by you and/or required by law to do so. We will comply with applicable data protection laws at all times.

- **Honesty and Integrity**

We shall conduct business with honesty and the highest ethical standards. Customers can trust that we shall treat them with the utmost honesty and sincerity. Employees can also rest assured they will be treated with respect and dignity. Our employees should avoid conflicts between their personal interests and their employers' or clients' interests, namely by willingly disclosing any potential conflicting business relationship. They will apprise and report to senior management and/or to the relevant authorities, about any dubious or unlawful transaction, in order to uphold the integrity of the banking sector in general.

- **Customer Confidentiality**

We believe confidentiality is one of the most eminent features which distinguish the relationship between a banker and a customer. We will keep and safeguard your confidential information with due care and will not disclose any confidential information to third parties, unless we have your written consent or are required to do so by law. Moreover, we follow all applicable laws directed towards privacy and information security.

As such, we have registered, our institutions as data controllers following the proclamation of the Data Protection Act. We are committed to adhere to all regulations set out in that Act and in the Banking Act as regards to information held on our customers.

If we make use of the services of a third party for providing support services, we will request him to handle your personal information with the same degree of confidentiality and security as we would.

If we are asked to give a banker's reference about you, we will need your written permission before we give it.

- **Fair and Equitable Treatment of Customers**

We are committed to a fair, equitable and impartial treatment to you. We will be courteous and considerate towards you in the execution of our duties. While adhering to generally accepted principles of honesty and integrity, we will be fair-minded in approach and behaviour, both in our day to day dealings and our social interactions. We will not discriminate against age or gender and will strive to make our products and services available on same terms and conditions for all customers.



- **Transparency**

We will provide you with clear, relevant and timely information to help you make an informed decision about our products and services. Where applicable, a set of Terms and Conditions relating to each product and service will be made readily available to you and all the fees, charges, penalties and relevant interest rates together with your liabilities and obligations in the use of our products and services will be highlighted.

- **Reliability**

We will endeavour to develop and implement plans, systems and processes so as to provide reliable services at all times.

Standards of Service

As we work towards improving our standards of service, we aim to provide our services efficiently and effectively. To this end, we have set out below the time frames within which you can expect us to deliver the respective services.

Deposit Taking

SN	Issues	Target
1	Reverting to:	
	letters from clients	Within 3 working days
	electronic mails from clients	Within 1 working day
	phone calls from client	Within 1 hour
2	Opening of deposit Accounts	Immediately if all relevant documents are received
3	Issue of receipts	Immediately
4	Issue of Certificate of deposit	Within 6 working days (subject to receipt of all documents)
5	Payment of Interest	On due dates
6	Issue of Maturity Notice	At least 1 month before maturity date
7	Maturity proceeds	On due dates (subject to instructions and relevant documents)
8	Premature Closure	5 working days (subject to instructions and relevant documents received)
9	Withdrawal below Rs5,000	Immediately
10	Withdrawal above Rs5,000	Within 5 working days except in case of urgency



Processing Loans

SN	Issues	Target
1	Registration of client in queuing system	5 minutes
2	Reverting to :	
	Letters from clients	3-4 working days
	Electronic mails from clients	1-2 working days
	Phone calls from clients	Same day
3	Give client all necessary preliminary information	Maximum 15 minutes
4	Taking application of client	30-45 minutes maximum
5	Sent for valuation	Same day
6	Approval of loan	12 Days maximum
7	Release of funds by tranche	3 days maximum

We have a dedicated complaint desk on the 1st floor where we receive all verbal and written complaints.

Service Query and Complaints Handling

Customer complaints arising from the products or services offered will be responded to in a systematic and effective manner. Causes for customer complaints will be investigated and appropriate measures implemented to prevent the repetition of fair complaints.

Where the case so requires, our employees shall be appropriately instructed and guided, thus ensuring the non-repetition of wrong practices by the employees.

We have a well-established complaints policy which is being displayed throughout the company which states as follows:

“In case you have any complaint about our services, you may contact our complaints desk at the first floor at Head Office (Port Louis). Please rest assured that your complaints will be given due consideration and you will be informed of developments accordingly. You can complain in person at the dedicated desk or on our web site (www.mhc.mu)