

A. CUSTOMER CHARTER

You are entitled to expect the Mauritius Civil Service Mutual Aid Association Ltd:

TO BE FAIR BY

- expecting you to pay only what is due.
- treating everyone with equal fairness.

TO HELP YOU TO UNDERSTAND YOUR RIGHTS AND ADVISE YOU ACCORDINGLY BY

- providing clear leaflets and forms.
- giving you information and assistance at our enquiry office.
- being courteous at all times.

TO PROVIDE AN EFFICIENT SERVICE BY

- guiding you to the appropriate desk.
- processing your demand promptly and accurately.
- keeping your file strictly confidential.
- using the information you give us only as allowed by the law.
- keeping our costs to a minimum.

TO BE ACCOUNTABLE FOR WHAT WE DO BY

- setting standards for ourselves and stating how well we live up to them.
- responding promptly to queries from our members.

And in return, we rely on you to

- be courteous as usual to our staff.
- give us accurate information and to fill in correctly the forms.
- check your payslip regularly to ensure the correct amount is being deducted.
- inform us of any change of address, employer or Bank Account No.
- contact us immediately in case you intend to resign or to proceed on leave without pay.

B. COMPLAINTS / SUGGESTIONS

Your request will be resolved on the spot if this is possible. In case you are not satisfied, you may choose to contact us in any of the following ways.

Option 1: Customer Complaint Desk

A dedicated Customer Complaint Desk is available during office hours to attend to your complaints.

**Visit : Customer Service Section – Ground Floor,
Mauritius Civil Service Mutual Aid Association Ltd.
5, Guy Rozemont Square
Port Louis**

You can also complete the Customer Complaint/Suggestion Form overleaf and leave it at our office situated at the above address anytime during office hours.

Option 2: Hotline

If you want to raise any concern that you have, please feel free to call on **213 0333**.
Lines are open from **08.30 hours** to **16.00 hours** from Monday to Friday.

Option 3: Online

Customers preferring electronic mail can write to **m.c.s.mutualaid@intnet.mu**

We will ensure that your concerns are promptly dealt with. You will receive a written acknowledgement within 3 days and your reply will be within 3 months as from date of your complaint. If you are not satisfied you may then refer your complaint to the First Deputy Governor, Bank of Mauritius, specifying the nature of your complaint, the redress sought for and the reasons for the dissatisfaction duly accompanied by the following documents:

- (i) a copy of the complaint made to the Mutual Aid;
- (ii) a copy of the reply made by the Mutual Aid; and
- (iii) any other document or information which may be of relevance to the complaint.



CUSTOMER COMPLAINTS / SUGGESTIONS FORM

C. CUSTOMER INFORMATION

Name :

NID :

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Address :

Ministry / Department :

Tel. No. Mobile No. :

Email Address :

D. DESCRIPTION OF COMPLAINT / SUGGESTION

Please describe your complaint in detail in the space provided below. Include in your complaint the dates and times of occurrences of events. You may attach additional sheets if required.

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E. PLEASE STATE PROPOSED SOLUTIONS (IF ANY)

You may attach additional sheets if required.

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F. CUSTOMER DECLARATION

I certify that the above information is true and correct to the best of my knowledge.

I am fully aware of the provisions applicable under the Data Protection Act. I consent that you use, update and process the data and keep the details given to you in a database. The purpose of data collection is to process the complaint/suggestion. If data is not provided, the MCSMAA Ltd will not be able to process the complaint/suggestion. Once it has been processed, all data will be destroyed as per legal requirements.

Customer's Signature : Date :/...../.....

All customer information will be dealt in strict confidentiality.

G. OFFICE USE

CIF Of Customer : _____

Complaint Received By :

(If by phone : Date Time :)

Signature : Date :/...../.....

Submitted To Registry : On:/...../.....

Written acknowledgement sent On:/...../..... (Deadline – 3 working days)

Reply Sent On: (Deadline – 3 months)