

The Mauritius Civil Service Mutual Aid Association Ltd

Business Registration Number: C10000071

KFiC-L-G-D: 16.01.2020

KEY FACTS IN CONTRACTS (KFiC) AND OTHER INFORMATION FOR LOANEES /GUARANTORS / DEPOSITORS

RIGHTS OF LOANEES / GUARANTORS

You can:

- ☞ request for a **copy of the contract** signed by you, whether as a loanee or a guarantor subject to payment of a fee.
- ☞ **make enquiries** from the MCIB at the Bank of Mauritius on information which has been registered in your name by the Mutual Aid in case you are not satisfied with the information.
- ☞ **seek advice** from the Mutual Aid or other person, if necessary, before signing the application form/contract.
- ☞ **make a complaint** if you feel aggrieved by the acts or omissions of any staff member at the Mutual Aid. You may choose to contact us by sending a letter/visiting us at our Head Office, **5, Guy Rozemont Square, Port Louis.**

**YOU CAN ALSO CALL THE HOTLINE ON 213 0333, SEND A FAX ON 211 2441 OR EMAIL US ON:
m.c.s.mutualaid@intnet.mu**

OTHER CONDITIONS

According to Section 52A of the Bank of Mauritius Act, it is mandatory that the 'Know Your Customer' (KYC) records of our customers be submitted to the KYC Registry of the Bank of Mauritius.