

APPROVED by
Supervisory Board
Microfinance Organization Asian Credit Fund LLP
March 19 2018

**CUSTOMERS REQUESTS
ACCEPTANCE, CONSIDERATION AND RESPONSE
POLICY**

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Terms and definitions

Anonymous request - is a request according to which it is impossible to state authorship; signature, postal address and contact data of a Customer are not available.

Request - an individual or collective, written, oral or in the form of electronic document, offer, application, complaint, enquiry or response sent to ACF.

Complaint - is a demand of a Customer to eliminate unlawful actions or omissions to act.

Grounded complaint - is a complaint supported by facts analysis of the subject of which states violation of ACF policy and procedures.

Ungrounded complaint - is a complaint not supported by facts analysis of the subject of which states quality and terms of service as complying with the requirements of ACF policies, procedures and internal documents.

Request registration - is fixing in the recording information document of brief data on content of the request and assignment of the registration number to each request received.

Feedback - opinions, comments or expression of interest of the Customers to ACF products or process.

Offer - is a recommendation of a person to enhance the policies and procedures for improvement of ACF Customers service quality.

Customer - is an individual or legal entity having a loan in ACF or its representative submitting the request.

Applicant – is a person who makes official statement or request. In ACF an applicant is a Customer.

Responsible subdivision – is ACF department charged with consideration of the Customers' requests and preparation of response thereto.

1. General Provisions

This Policy defines the procedure of acceptance and consideration of the Customers' requests (statements, complaints, offers and etc.) to MFO Asian Credit Fund LLP (hereinafter referred to as "ACF" or "Company") and directed to ensure protection of their rights, bringing of the offers, notes and comments from the Customers to the senior management of the Company, consideration and taking the corresponding measures.

This Policy has been developed based on the practical recommendations of SMART Campaign organization and pursuant to the requirements of the legislation of the Republic of Kazakhstan. This Policy is binding for all employees and structural subdivisions of the Company.

2. Policy Goals and Tasks

- To provide the Customers with the tools and possibility for protection of their rights, bringing their offers and notes about the activity of the Company and work of its employees to the notice of the senior management of the Company by direct applying to it.
- To state the procedures and time limits of acceptance, consideration and response to the requests of the Company's Customers.
- To stipulate for the responsibility and powers of the responsible employees.
- To use complaints for development of enhancement methods in the field of interaction of the Company with the Customers, including changes of the products and services.

3. Powers and Responsibility

The Executive Director shall have overall responsibility for implementation and operation of the procedures of handling and timely response to the Customers' requests.

This responsibility may be shifted to the levels of the structural subdivisions and branches. In this case responsibility for compliance with the procedures may be imposed upon the Director for Economic Affairs.

ACF HQ Office Manager shall be responsible for:

- Registration of the request received by all communication channels;
- Delivery of the reports according to the results of request analysis.

4. Acceptance and Registration of Request

The following communication channels and technical tools are used to receive feedbacks from the Customers:

Communication channel	Form	Contact data
Written request	To fill out the form of the request provided for the Customers	Address: Office 10, 4th Floor, Bldg. 60, Auezov Str., Almaty city, 050008, Kazakhstan Microfinance Organization Asian Credit Fund Limited Liability Partnership - <i>(Attachment 1- request form)</i>
	To leave the request in the Complaint and Suggestion Book	ACF office
	To leave the reference in the book “Our Customers say so”	ACF office
	To order call back on ACF web-site	www.asiancreditfund.com
	To send the request by e-mail	Audit@acfund.kz
Oral request	ACF HQ phone number	8 (727)-250-61-90
	Free hot line (from mobile phone)	5061
	Consumers Rights Protection Department of the NBRK	

A Customer may apply with a complaint, offer orally and/or in writing.

The following is hanged in a visible location in all branches and offices of the Company:

- Announcement (*Attachment 2 - Announcement*) with the information about acceptance and consideration of the customers’ requests and response thereto containing the information about telephone number, registered address and e-mails of the Company by which a Customer may bring his/her request directly to the notice of the Company Management.

All Customers’ requests received by the branches or suboffices shall be transferred to the HQ - Office Manager. The office supervisor/Senior Business Development Specialist is obliged to control timely transfer of the information from the Customers ..

All requests shall be registered by the HO Office Manager in the Incoming Correspondence Book specifying the reference number and date of receipt.

5. Procedure of Customers Requests Consideration

Each employee based on his/her powers shall try to give answer or explanation to the request/complaint/objection of ACF Customer as soon as possible. It is necessary to follow the next steps of objections settlement in consideration of complaints:

- 1. Explain the objection issued by the customer.**

- When the customers apply with the complaints, it is important to thank a Customer for the request. You should not apply a defensive action. You can answer as follows: “Thank you”, “Thank you for your letter/request informing of ...”, “Thank you that you informed me about ...” or “Thank you, I am glad that you informed me about ... Now I am able to improve ...”
- 2. Listen attentively the explanations a Customer says you.**
 - For example, you can say to a Customer: “Please, let us clarify the situation so that I could settle it immediately”.
- 3. Let him/her understand that you have heard and understood what he/she said (Confirm).**
 - For example: “Yes, I understood you, your request concerning ...”
- 4. Provide a Customer with the information according to his/her objection.**
 - Submit apologies, if required: “Let me apologize to you on behalf of the Company. I am sorry for the situation occurred ...”;
 - If this is within the limits of your powers, promise to take measures to resolve a problem: “... I will take measures immediately”, “I will contact the colleagues ...”;
- 5. Try to correct an error as soon as possible.**
 - Ask the question of “Consent”. For example: “Do you agree to wait two minutes until I get answer ...?”
- 6. Ensure that a Customer is satisfied.**
 - Ask the question of “Opinion”. For example: “What do you think about ...?”

The requests consideration procedure is given in figure 1.

1. If the complaint, request from a Customer may not be settled immediately, then ACF office, branch employee servicing the Customers shall be obliged to offer the Customer to set forth his/her request in writing (in own handwriting) or request is prepared according to the Customer’s words by ACF employee servicing the Customers (Attachment No. 1 - Requests Form).

When the request is prepared by ACF employee servicing the Customers, the Customer shall write in the request: “The above is an accurate record of my statement” and sign the request, afterwards, the request is scanned and sent by e-mail to the HQ Office Manager for registration of this request.

A Customer is issued a copy of request specifying time and date, surname and name of the person who accepted the request.

The office supervisor/Senior Business Development Specialist is obliged to control timely (daily) transfer of the information from the Customers to ACF HQ Office Manager on-site. All Customers’ requests received by the branches or departments/suboffices shall be transferred to ACF HQ - to the HQ Office Manager on the day of request receipt.

Oral requests received by ACF telephone shall be handled by the HQ Office Manager, anonymous requests are handled by the authorized person (according to the initiative informing policy) who, in his/her turn, records the request in the form - for written application where content of the request, full name and contact data of a Customer shall be specified. Then the request is registered in the incoming correspondence book.

2. All requests shall be registered by the HQ Office Manager in the Incoming Correspondence Book specifying the reference number and date of receipt.

In his/her turn, the Office Manager shall make copy of the request and add it to the separate file "Customers' Requests".

3. As the request is received, it is transferred for consideration by the Executive Director immediately.

4. In cases when study and analysis are required concerning the issues obtained from ACF Customers, the requests are redirected for consideration and preparation of the answer to the responsible subdivision:

- Business Development Department.
- Loan Administration Department.
- Accounting Department.

If the request is related to ethical issues, it shall be sent to the Ethics Director.

5. The responsible subdivision shall ask for, if required (with determination of the deadline), full information and explanations in other subdivisions including ACF branches concerning the facts/issues set forth in the request and/or revealed in the course of analysis of request consideration attaching the copies of the confirming documents (if required).

The explanations shall contain the answers to all questions contained in the Customer's request and grounded arguments, including grounding of actions/omissions of an employee, offer on decision/settlement of the situation with preliminary approval with the responsible subdivision. A responsible person or subdivision is liable for completeness, quality and timeliness of delivery of the explanations/information.

Following the results of the request reason analysis, a responsible subdivision states the status of complaint: ungrounded complaint, grounded complaint. If there are several issues (problems, facts) in one request of the Customer, the status shall be stated on each issue separately. The complaint is recognized as grounded if at least one item (issue) assessed as grounded is available.

A responsible subdivision shall provide objective, comprehensive and timely consideration of the request, prepare answer to the Customer and transfer it to ACF lawyer.

6. ACF lawyer shall prepare the official answer and transfer it to the HQ Office Manager.

7. The HQ Office Manager shall register and send the letter to the Customer.

8. The HQ Office Manager shall include the information to the report.

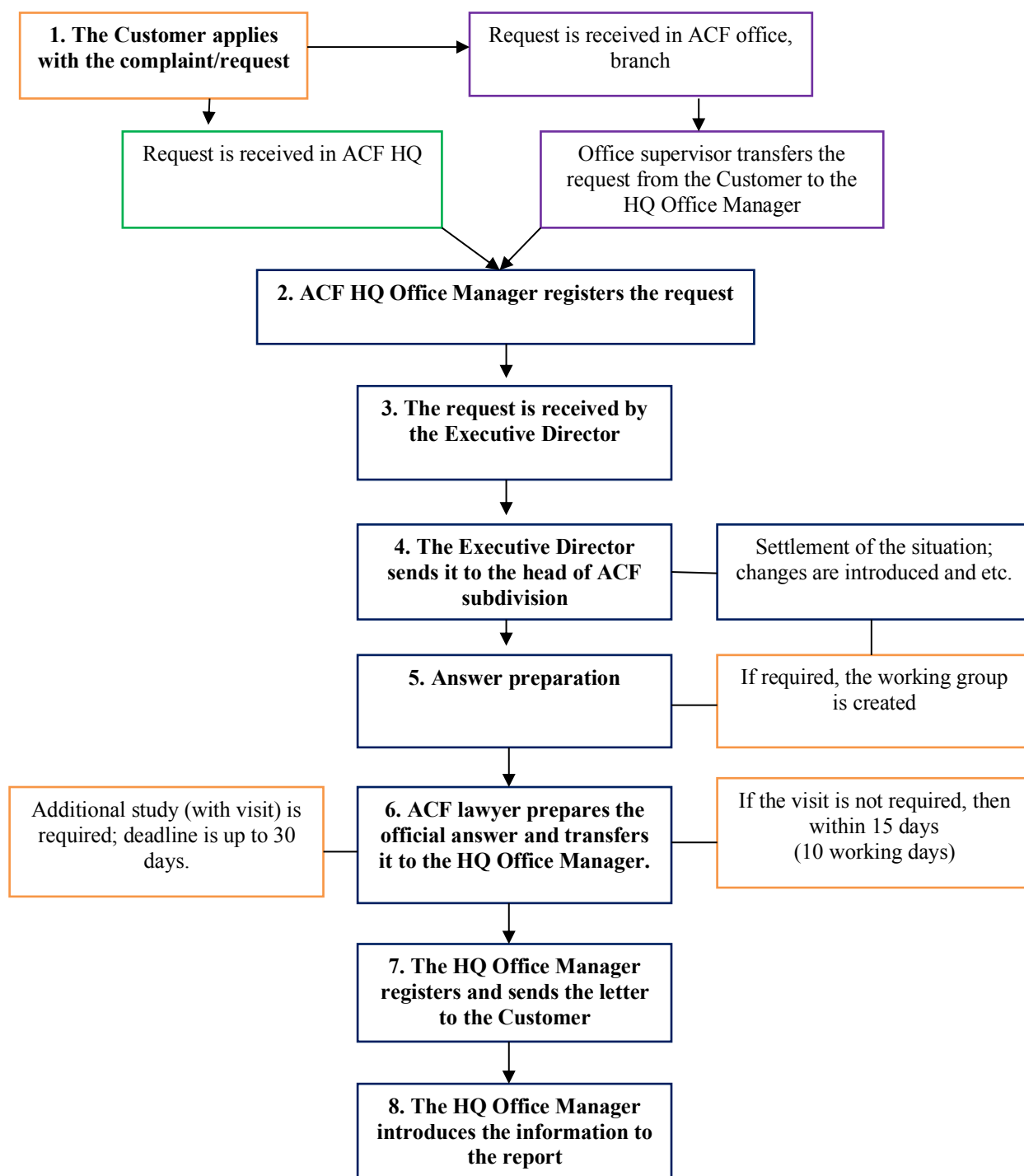


Figure 1 - Customers' Requests Consideration

6. Requests Consideration Deadlines

When the request is received by the Company management, the management shall consider it, and, if required, attract the corresponding employees depending on the request nature and content (lawyers, Loan Administration Department, Accounting Department and etc.):

1. Not later than within 15 days after Customer's request receipt, if receipt of information is not required from other subjects and/or officials or inspection with onsite visit is not required;
2. Not later than within 30 days after Customer's request receipt, if receipt of information is required from other subjects and/or officials or inspection with onsite visit is required;
3. If the Executive Director made the decision to prolong 30 days term, then the Office Manager shall be charged to send the letter to a Customer with notice on prolongation of the deadline for provision of the answer.

If required, the Commission and/or Working Group (hereinafter referred to as the "WG") is created for investigation of the facts set forth in the request and development of the offers and recommendations. The Commission/WG shall investigate the facts and prepare the Conclusion with the results and offers. The conclusion shall be provided for consideration by the Executive Director for approval.

Following the results of the Commission's/WG's Conclusion, a Customer shall be sent the letter-answer within the deadline specified above.

7. Answer Shall Be Prepared to Any Request

If it is impossible to state the Customer's postal address or in case of return of the outgoing mail, a Customer shall be informed of the results of request consideration by one of the possible ways of informing:

- by telephone
- by e-mail
- during personal meeting and etc. by fixing the informing way of the Customer in the Requests Registration Book.

The written answer to a Customer about the request consideration results is given:

- in a language of the request;
- with grounded conclusions with reference to the corresponding requirements of the legislation of the Republic of Kazakhstan, ACF internal documents, contracts related to the issue concerned as well as actual circumstances of the issue considered with explanation of the Customer's right to appeal the decision made.

In case of the Customers' requests with offers to improve the conditions of service in ACF, ACF shall accept them for reference and analysis and send the letter of gratitude to a Customer.
(Attachment No.4 – form of the Letter of Gratitude to a Customer)

8. Analysis, Monitoring and Control of the Requests Consideration Process

Submission of the reports by the HQ Office Manager is given in Figure 2.

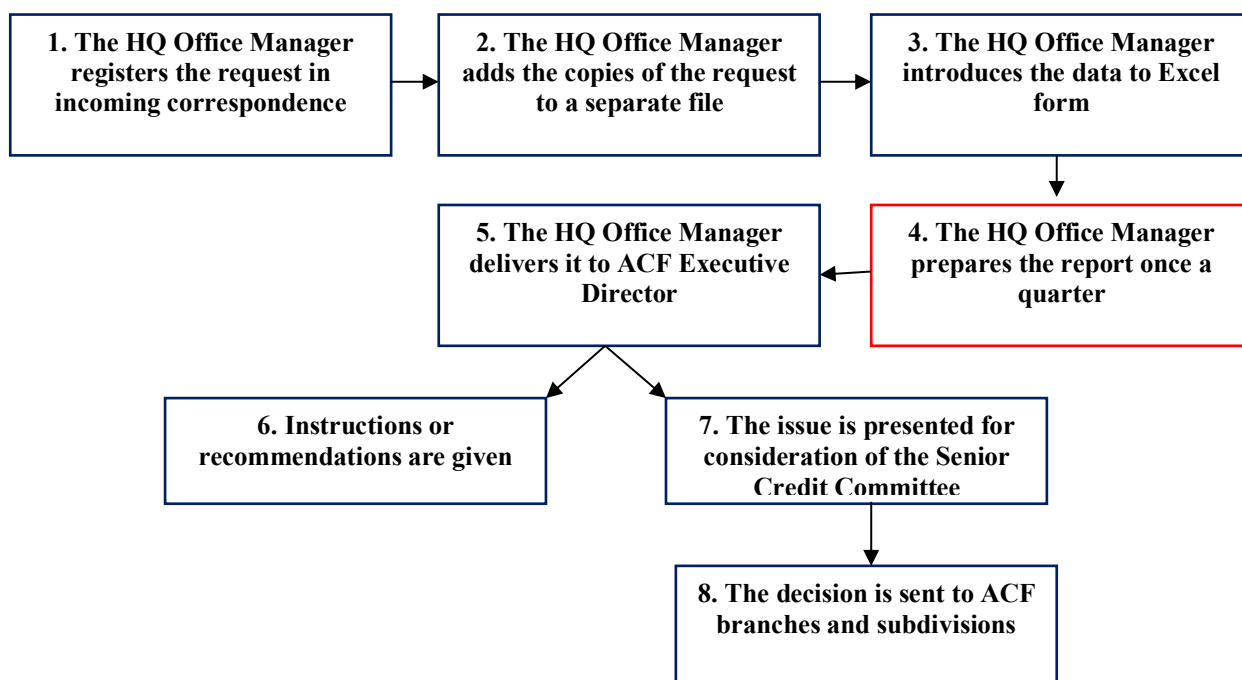


Figure 2 - ACF HO Office Manager Reporting

HQ Office Manager introduces the request to Excel table (Attachment No. 3 – Report Form).

The list of the items (categories) is not constant and may be adjusted depending on the requests received and issues concerned.

The HQ Office Manager shall prepare the report following the request analysis at least once a quarter. Ready report shall be submitted to ACF Executive Director.

Afterwards, following the results of analysis of the requests received and classification of the requests, the Executive Director shall give a commission or recommendations to solve the problems identified or potential problems.

The commission is given on the issues on which changes are to be introduced into the internal processes and conditions of ACF loan products.

If there are system problems settlement of which requires introduction of changes into ACF procedures and loan products, the issue shall be put to consideration of the Senior Credit Committee. The Senior Credit Committee's decisions shall be sent to the branches and subdivisions responsible for their execution. Monitoring of execution thereof shall be held by ACF authorized employees.

Attachment 1 - Written Requests' Form

Executive Director
Microfinance Organization Asian Credit Fund LLP
Zh.B. Zhakupova

Address: Office 10, 4th Floor,
Bldg. 60, Auezov Str.,
Almaty city, 050008, Republic of Kazakhstan
phone/ fax: 8 (727) 250 61 90

From _____

Address: _____

Telephone: _____

Request

Customer _____ 20____
(Signature, name, surname)

** After filling out, give it to the responsible employee, you are also entitled to send the complaint-application independently to the above mentioned address (via department of Kazpost, Kazakhtelecom or by fax).*

Attachment 2 – Announcement**Dear Customers of MFO Asian Credit Fund LLP,**

Thank you for working with us. ACF is striving to ensure that each Customer is satisfied with the service quality. We are grateful to you for any request to the Company which will help to improve ACF work.

If you want to introduce your offer as to improvement of service quality or if you have any complaints concerning service, you can use any of the following ways of requesting:

Ways of requesting orally:

- Call the telephone number of ACF Head Office in Almaty city: **8 (727) 250-61-90**
- Call toll-free hot line from mobile telephone **5061**

Ways of requesting in writing:

- To leave the request in the Complaint and Suggestion Book
- To leave the reference in the book “Our Customers say so”
- To fill out the request form provided for the requests and to transfer it to the Loan Officer at any ACF office, having ascertained from the Loan Officer the registration number of this request
- To send the request by e-mail audit@acf.kz
- To order call back on our web-site www.asiancreditfund.com. Please, wait. We will call you back.
- You are also entitled to apply to the government authorities for consumers’ rights protection of the NBRK.

We remind you that ACF does not work with the intermediaries. Please, contact the employees of our Company for any questions related to loans issue.

Thank you for choosing ACF!

Attachment 3 - Report on ACF Customers' Requests

MFO Asian Credit Fund LLP

Report – Status of Complaints and Requests Handling

No.	Complaint receipt date	Branch, Office	Description of the Customer's request situation	Responsible for settlement of the situation	Date of transfer to a responsible person	Comments and recommendations of a responsible person	Responsible for decision making	What decision was made	Decision date	Date of Customer informing of the decision	Deadline for request consideration
1											
2											
3											
4											

Attachment 4 - Letter of Gratitude to ACF Customer**Microfinance Organization Asian Credit Fund LLP****Gratitude**

Dear

!

On behalf of the Company

Microfinance Organization Asian Credit Fund LLP

We express our sincere gratitude for your request to improve the process of Customers service! Thank you for cooperation, we are glad that you are our reliable Customer and partner! We hope that our fruitful cooperation will be no less efficient in future.

Executive Director Zh.B. Zhakupova