

Yehu Microfinance Services Ltd

The Yehu Service Charter

Yehu Customer Promise

At Yehu, we have worked in partnership with our esteemed clients over 15 years to uplift their living standards and the realization of their treasured dreams. We do this by responsively offering our clients carefully comprehensive and sustainable financial solutions that are affordable and innovative.

We at Yehu are dedicated to the service of our clients. In offering our service, we promise to deliver timely, be friendly and warm, sensitive to your circumstances, respectful and responsive to your needs. Your success is what inspires us to be at your service.

Yehu's Ten Pledges of Commitment

1. Your loan request shall be in your account within 7 days
2. All your enquiries and complaints (if any) shall get response within 24 hours
3. All our esteemed clients and visitors are treated fairly and with respect. Each one of you is very special to us.
4. Your first time loan shall not take more than six weeks after you have registered with us.
5. Our esteemed clients shall be kept constantly informed in simple and understandable manner to experience the total value of our services in meeting your financial needs
6. You are a valued lasting friend and partner, we shall uphold you with dignity and honor.
7. Your prosperity is our vision and goal. We shall offer you financial literacy empowerment as a means of catalyzing your business growth for the fulfillment of your dreams.
8. Ours is a one stop shop of diversified financial solutions through products and services that meet your specific needs.
9. We shall listen and hear you; your feedback strengthens our resolve to serve you better.
10. We deliver on our promise.

Your success is our inspiration