

Customer Service Charter

Purpose:

Customer service charter establishes our commitment towards customers and our expectations from the customers during the course of multiple interactions.

We promise to...

- ❖ Treat you fairly by being honest, professional, and ethical in all our dealings
- ❖ Train our staff to handle your queries and behave with professional standards
- ❖ Understand your requirements before we process your transactions
- ❖ Provide all relevant information about the service prior to the processing of the transaction
- ❖ Respond to your queries with all the information available with us
- ❖ Resolve your concerns within 48 hours (2 business days) or update the status of the issue escalated
- ❖ Protect your identity and personal information from third parties except in case it is warranted by the law enforcement & regulatory bodies or partners involved in your transaction

We expect you to...

- ❖ Help us knowing you better by providing information relevant to execute a transaction
- ❖ Provide original identification/related documents relevant to execute a transaction
- ❖ Provide additional information/documents required post transaction phase
- ❖ Ensure all information/documents provided are genuine and correct to the best of your knowledge
- ❖ Verify correctness of transaction details before confirming a transaction
- ❖ Agree to the terms and conditions of the transaction by signing off the transaction document
- ❖ Report grievances related to transaction/services directly to customer service team
- ❖ Provide timely responses to all the communication where your response is warranted

For your feedbacks and more information

Write to us customer.care@lm-exchange.com or call at 800 56
