

DID YOU KNOW? YOUR RIGHTS AS A CUSTOMER

At Our Institution, You Are Protected!

Right to Clear Information

You must receive clear, accurate, and understandable information before using any service.

Right to Transparency

All fees, charges, and interest rates must be explained to you upfront.

Right to Fair Treatment

You must be treated with respect and without discrimination at all times.

Right to a Contract

You have the right to receive and understand your contract before signing—and keep a copy.

Right to Complain

You can raise a complaint and receive a timely and fair response.

Right to Privacy

Your personal and financial information must be kept safe and confidential.

Right to Accurate Information

You must receive correct account statements and be informed of any errors.

Right to Fair Pricing

All charges must be reasonable, justified, and clearly explained.

Right to Cancel (Cooling-off Period)

You may cancel a contract within the allowed time without penalty.

Right to Protection from Over-Indebtedness

We must ensure you are not given a loan beyond your ability to repay.

NOT SATISFIED? SPEAK UP!

☎ Contact Us 2012 | 🌐 www.copeduplc.rw

✉ Your complaint matters—we are here to help you.

OUR COMMITMENT

We serve you with transparency, fairness, and respect.