

AGLOWIS CAPITAL LIMITED is a credit only microfinance with absolute intent of providing financing solutions to households and Small Medium Enterprises (SMEs) with a purpose achieving financial inclusion and building economically empowered and sustainable communities.

We are accessible, transparent, and committed to being there for you, our client, whenever you need our products and services. We promise a quick turnaround time of 24 hours on all our products and services.

Our Vision:

To be Africa's most trusted provider of financing solutions that enhance the lives of our partners and other stakeholders.

Our Mission:

To work with our partners in providing access to dependable and sustainable financing solutions that create equitable and economically empowered society.

Our values:

Integrity ~ Quality ~ Commitment

Motto:

Your Growth Partner.

Customer Service Charter

Our service commitment to you is that we shall:

- Provide you with prompt, professional and quality customer service at all times.
- Avail to you clear, accurate and timely information in all our dealings.
- Handle all your requests and queries in a professional and timely fashion.
- Listen to you in a caring and understanding way with intent of involving you in resolving your complaints in a timely manner.

Kindly help us serve you better by:

- Providing us with your complete and accurate information upon request.
- Extending mutual courtesy and respect to our staff.
- Relaying to us any feedback you may have on our products and services to you.

Please feel free to engage us through the following channels:

- Visit any of our branches countrywide.
- Customer care line: **+254 733 283 749**.
- Customer care email: info@aglowiscapital.com.

In the unfortunate event you feel that your issue was not well handled, feel free to escalate the same to our Customer Care Team through **+254 733 283 749**.