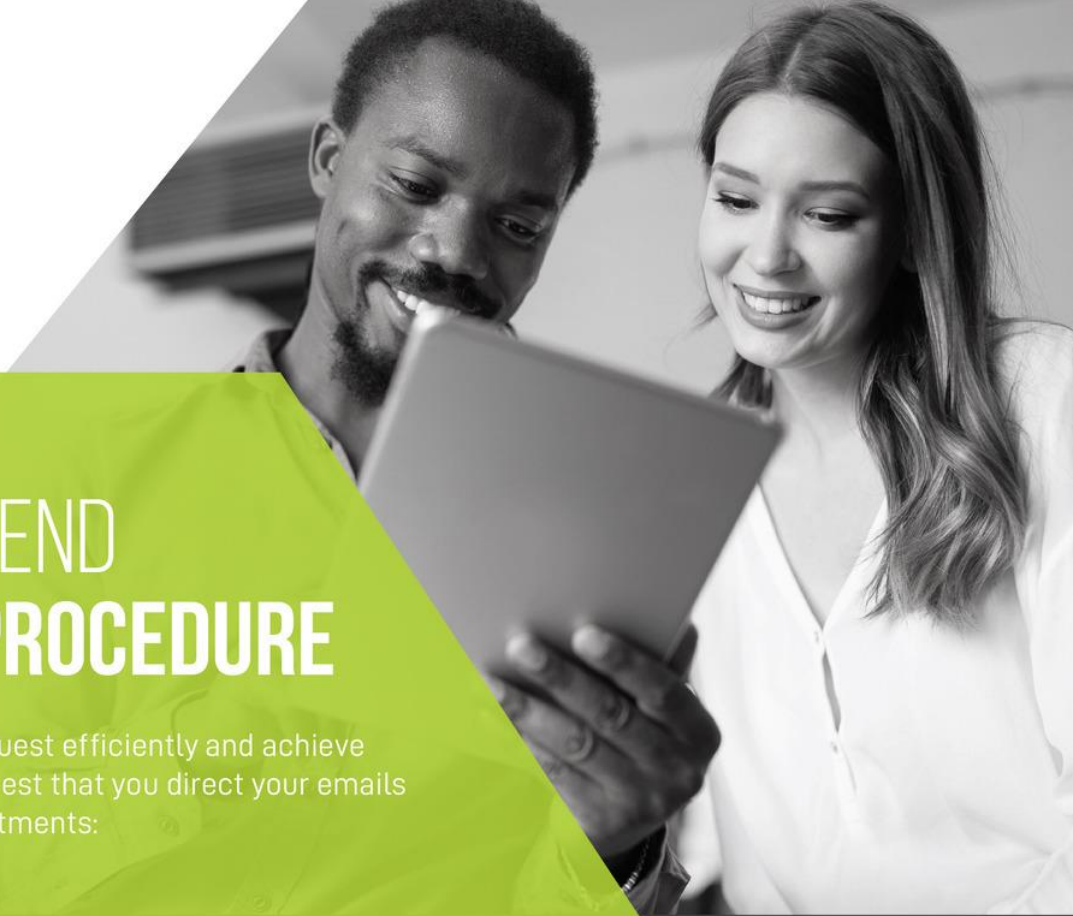




**CONSUMER
FRIEND**
OUTSOURCE SPECIALISTS



CONSUMER FRIEND ESCALATION PROCEDURE

In order for us to service your request efficiently and achieve quick turn-around times, we request that you direct your emails to the following applicable departments:

Email & Task Type	Contact Details	Turn-Around Times	Contact Details For Escalations
17.1 ; 17.2; 17.W ; 17.5 ; 17.6 ; 17.7	applications@consumerfriend.co.za	5 Business Days	yogeshnee@consumerfriend.co.za
17.3	17.3@consumerfriend.co.za	10 Business Days	traceyjo@consumerfriend.co.za
Courts	courts@consumerfriend.co.za	5 Business Days	tusani@consumerfriend.co.za
Reckless Lending Enquiries	recklesscredit@consumerfriend.co.za	15 Business Days	nirvana@consumerfriend.co.za
Clearance Certificates	clearance@consumerfriend.co.za	10 Business Days	traceyjo@consumerfriend.co.za
Customer Accounts & Terminations	customeraccounts@consumerfriend.co.za	5 Business Days	yogandreen@rebinc.co.za
Complaints	complaints@consumerfriend.co.za	2 Business Days	maheshree@consumerfriend.co.za
Refunds	refunds@consumerfriend.co.za	60 Business Days	suegendrie@consumerfriend.co.za
DreX Portal Access & Queries	drexsupport@consumerfriend.co.za	5 Business Days	tebogol@consumerfriend.co.za
Proposals	proposals@consumerfriend.co.za	10 Business Days	tracey@consumerfriend.co.za

Please do not CC multiple email addresses

QUERIES

Queries and portal access: drexsupport@consumerfriend.co.za
DC Relationship Manager: chantell@upstreamgroup.co

OFFICE CONTACT DETAILS

Telephone: +27(0)31 251 4151