

Debt Review Service Level Agreement

COB TAT = 5 days
Proposal responses TAT = 10 days
All other debt review related queries = 5 days
If no response received from the Debt Review Agents with in TAT, please use the escalation channels below.

Escalation Process

Forward all debt review related documents / mails to debtreview@atcorp.co.za

If no response is received from the debt review agents, escalate the matter to winfred@atcorp.co.za (Team Leader)

If no response received from the Team Leader, escalate the matter to adelle@atcorp.co.za (Head of Collections)

To get hold of the Debt Review Department via telecommunication, kindly dial Atlas Finance Head Office number 087 701 8665 and ask to be transferred.