



# Be prepared

**Know your rights and responsibilities as a Bayport customer**

*your future now*

**BAYPORT**  
FINANCIAL SERVICES

## INTRODUCTION

As a financial services provider, Bayport is bound by rules and regulations. As a business that respects and admires its customers, we have many other internal rules that tell our staff how to treat our customers.

For these reasons, you as our customer will always encounter paperwork and procedures when you deal with Bayport.

The purpose of this little book is to help you understand what our rules mean to you. What are your rights? What are your responsibilities? What can you expect from Bayport and what not? All the answers are here.

We hope this explanation will make it easier for you to do business with us.



## EVERYBODY IS EQUAL

At Bayport we treat all our employees and customers with the utmost dignity and respect.



**Nobody who works for Bayport is allowed to discriminate against you on the basis of your:**

- Race,
- Colour,
- Religion,
- Gender,
- Age,
- Nationality or tribe,
- Disability,
- Marital status,
- Military status

Should you ever feel unfairly treated, contact our Customer Care team immediately:

**Customer Care Line: 0800 782 700**

**Email: [Customercare@bayport.co.tz](mailto:Customercare@bayport.co.tz)**

## WHEN YOU DEAL WITH OUR SALES AGENTS

Bayport's sales agents are all passionate about their jobs. Here is what you can, and should, expect of them.

### SALES AGENTS WILL BE:

- On time for their appointments.
- Professionally dressed.
- Honest with you and treat you with respect.
- Able to provide identification as an accredited Bayport sales agent.

### SALES AGENTS WILL NOT:

- Visit your work or home without your permission.
- Eat or drink in front of you.
- Meet with you while under the influence of drugs or alcohol.
- Harass you.
- Take money from you.
- Personally lend you money or borrow money from you.
- Make recommendations regarding your personal finances.



**Bayport has strict rules that govern the process we follow when customers apply for a loan.**

### IN TERMS OF THE LAW, A SALES AGENT MAY NOT:

- Keep your original ID or bank card.
- Give information about you to someone else.
- Convince you to take a loan that you cannot afford.
- Take expensive gifts from you.
- Sign any document on your behalf.
- Ask you to sign a blank application form.
- Accept fake documents from you.

### OUR SALES AGENTS HAVE TO:

- Give you a copy of the loan application form.
- Explain the terms and conditions of the loan to you.
- Explain the benefits of the Credit Life insurance to you.
- Verify the copy of your ID against the original.
- Give you feedback on the status of your loan application
- Explain the loan process to you before you submit your application.
- Ask for a referral of someone you know who may need a loan.



Should you be unhappy with the way a sales agent treated you, report him or her immediately:

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**Email: [Customercare@bayport.co.tz](mailto:Customercare@bayport.co.tz)**

## WHEN YOU DEAL WITH OUR COLLECTIONS DEPARTMENT

Sometimes customers do not repay their loans and Bayport has to use the services of collections agents. We expect our collections agents to treat our customers with respect.

### COLLECTIONS AGENTS MAY NOT:

- Threaten, intimidate or humiliate you.
- Threaten to report you to your employer.
- Discuss your situation with anybody else, such as your friends, relatives or employer.
- Do anything that puts your job at risk.
- Collect or demand more than the amount you owe.



## COLLECTIONS AGENTS HAVE TO:

- Behave professionally.
- Treat your information as confidential.
- Respect your human rights.
- Only use methods approved by Bayport and the Tanzania legal system.
- Tell you what the balance of your account is and why you owe Bayport money.



Should you be unhappy with the way a collection agent treated you, report him or her immediately:  
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**Email: [Customercare@bayport.co.tz](mailto:Customercare@bayport.co.tz)**

## WHEN YOU TAKE OUT A BAYPORT LOAN

The terms and conditions listed on the loan application form may seem intimidating. Make sure to ask the Bayport sales agent to explain them to you. To help you understand the terms and conditions better, here is a short overview.

### YOU HAVE TO:

- Make sure that all the information you provide on the application form is correct.
- Read the form, or ask someone to read it for you, before you sign it.
- Let Bayport know if your account details change or if you change employers.

### BY SIGNING THE FORM, YOU GIVE BAYPORT PERMISSION TO:

- Contact anyone, including your bank, your employer or a credit bureau, to check that the information you have given is correct.
- Give your information on the form to all credit bureaus.
- Deduct your loan payment from your bank account or from your salary. You may cancel the debit order on your bank account, but you have to give Bayport 30 days' notice. You are still responsible for paying back your loan.
- Report any fraud you may commit to the Tanzania Police, PCCB or any other anti-crime organisation.
- Reschedule your loan if you miss a payment.
- Call up your loan agreement and request all outstanding monies due in the event of a default.
- Send you information on other Bayport products, even after you have repaid the loan.





## YOU NOW HAVE THE RIGHT TO:

- **Understand fully what you sign.** The sales agent has to explain to agreement to you until you are satisfied.
- **Change your mind.** There is a 10 day cooling-off period after you sign the application form. During the time you can cancel the loan agreement. You will be expected to immediately return any monies disbursed to you.
- **Settle your loan early.** However, Bayport will charge you an early settlement fee.
- Declare a dispute with the Fair Competition Commission or Bank of Tanzania if you are unhappy with how Bayport treated you.

**Remember:** the loan agreement can only be changed in writing and if you and Bayport agree to it.

Your monthly loan repayment amount  
=Capital + Interest + Admin Fee + Credit Life Insurance



If you have concerns about how your loan application was handled, or want to declare a dispute, contact Bayport immediately:

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**Email: [Customercare@bayport.co.tz](mailto:Customercare@bayport.co.tz)**

## WHEN YOU TAKE OUT INSURANCE

When you take up a Bayport loan, you automatically require insurance cover. Bayport's Credit Life cover ensures that outstanding loan amounts are repaid to Bayport on your behalf should you become permanently disabled, pass away or contract a dread disease such as cancer. If you are retrenched or temporarily disabled, your cover will be a maximum of six instalments.

Your insurance premium will be deducted monthly with your loan repayment amount.

## WHEN YOU RESCHEDULE YOUR LOAN

### WHEN YOUR CIRCUMSTANCES CHANGE, YOU MAY WANT TO:

- Pay off your Bayport loan over a longer period
- Make the monthly instalments more or less
- Pay off the loan quicker

**These changes are called rescheduling the loan.**



## WHEN YOU REQUEST, IN WRITING, TO RESCHEDULE YOUR LOAN, YOU CAN EXPECT:

- The Bayport sales agent to ask you to provide your most recent pay slips
- The Bayport sales agent to submit your application to the Chief Credit Officer.
- The Chief Credit Officer will review your application and either approve or decline it.
- To be informed of the Chief Credit Officer's decision.
- The new loan conditions to be explained to you.
- Bayport to reschedule your loan once you have agreed to the new loan agreement



Should you be unhappy with the loan rescheduling process, report your concern immediately:

**Customer Care Line: 0800 782 700**

**Email: [Customercare@bayport.co.tz](mailto:Customercare@bayport.co.tz)**

## HEAD OFFICE CONTACT DETAILS

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