



CLIENT RIGHTS

LOLC Cambodia discloses the client's rights on its website and in the documentation handed out to every customer. Moreover, client rights information is included in the visual aids (A4-Metacard) and shown at least two times (during assessment and before disbursement), so that clients are informed.

The clients are clearly informed about their rights before and after loan disbursement and they are also printed on their loan plastic carrier bag. All LOLC Cambodia clients are offered/guaranteed the following rights:

- To know and understand product terms and conditions and all costs before disbursement;
- To refuse to accept any product;
- To complain or ask questions about any service or product offered by LOLC Cambodia;
- To receive loan schedules and other important documents upon (or before) disbursement and official receipts during loan repayment;
- To receive fair and respectful treatment, without discrimination, from LOLC Cambodia's staff; and
- To expect LOLC Cambodia to keep personal and financial information confidential.