

CUSTOMER SERVICE CHARTER



"FSRA Rewired to provide Service Beyond Expectations, Commitment Beyond Measure."

2406 8000 +268 7658 0214 800 9011



OUR VISION

To have a fully inclusive, sound and innovative non-bank financial sector with 100% regulatory compliance.



OUR MISSION

We regulate and supervise financial services to protect stakeholders and foster a stable financial system in Eswatini.



OUR VALUES

- Service Excellence
- Fairness
- Integrity
- Collaboration
- Accountability
- Innovation

In line with our vision and values you can expect us to:

- Be polite, courteous, professional and treat everyone fairly.
- Be open, honest and transparent.
- Be keen to listen and respond to your needs.
- Be reliable, fair and respectful of confidentiality.
- Seek to deliver the best possible resolution for your complaint.

We will:

- Ensure a timely response in handling enquiries from stakeholders by providing information that is in a format that can be easily accessed and understood.
- Provide responsive and reliable services that meet the expectations of our stakeholders.
- Provide a consistent, coordinated, and proactive service.
- Treat our customers and stakeholders with respect, courtesy, friendliness and be receptive to customer feedback.
- Enable stakeholders to provide feedback easily through customer surveys, feedback platforms and consultations.
- Ensure our employees are skilled and able to provide high-quality customer care.
- Work with other departments to achieve a seamless approach to service provision

SERVICE	TURNAROUND TIME
Licensing (new application)	90 days
Complaints Handling Against the Authority	28 days
Consumer Education Requests	10 days
New Product Applications	All applications processed within 30 days after all required information is received
Fit and Probity Assessments	All applications are assessed within 30 days
Resolution of Complaints	Within 90 days, all complaints received will be assessed and actioned for a range of possible outcomes inclusive of escalation to other areas of the Authority, transfer to third party dispute organizations, warning letters.
Complaints Acknowledgements	Complaints will be acknowledged in writing within 2 business days
Participating Employer Fund Transfers	The transfer of pension funds will be completed within 30 days after all required information is received
Liquidation of Pension Funds	The liquidation of participating employer pension funds will be concluded within 90 days
Resolution of Prudential Regulatory Approvals	All prudential regulatory applications processed within 30 days after all required information received

In turn, we will need you to:

- Treat our staff with courtesy and respect.
- Provide all information that has been requested as soon as possible, so we can handle your matter efficiently