



ISINYATHELO 1

UPHIKISANA NEMIPHUMELA

Uma umbangi ephikisana nemiphumela ekhomba ukuthi akafanelekile ukunxephezela, angakwazi ukufaka isicelo sokubuyekeza leyomiphumela ngokulandela lezinhlalo:

- Isikhungo Sezingcingo:
 - a. Ngaphakathi eNingizimu Afrika 080 1000 240
 - b. Ngaphandle kwaseNingizimu Afrika 00 27 10 500 6186
- Noma yiliphi ihhovisi lapho kufakwa izicelo zokunxephezela
- I-email disputes@tshiamisotrust.com

OKUBALULEKILE:

Abafaki bezikhalo kufanele bathumele isicelo sokubuyekeza kwesinqumo kungeqile iinsuku ezingu-30 kusukela i-Trust isikhiphile.

Umuntu angenza isicelo esisodwa kuphela sokuba kubuyekeze le miphumela.

ISINYATHELO 2

UKUHLOLA ISICELO SOKUBUYEKEZA

I Trust izocwanginga izicelo zokubuyekeza imiphumela yokunxephezela ngokuzabela kulamaBhodi

- ibhodi yokwelapha noma
- iBhodi yezistifiketi zokunxephezela

OKUBALULEKILE:

Lapho kudingeka ulwazi olwengeziwe, i-Trust izoxhumana nomfaki wesikhalo.

ISINYATHELO 3

UCWANINGO LWEZICELO

LeloBhodi linochwepheshe abazimele ababenga bandakanyi kumphumele owakhomba ukuthi umbangi akafanelekile ukunxephezela.

LeloBhodi esabelwe isicelo lizocwaninga yonke iminingwane bese likhipha isixazululo.

OKUBALULEKILE:

I-Trust iqalise inqubo yokwakha Igunya Elibuyekazayo elizoqala imisebenzi yalo ngokushesha.

Zonke izicelo ezifanele zezibuyekazo ezifakwe ngaphambi kokuqala kweGunya Elibuyekazayo zizohlolwa uma selihlangana.

ISINYATHELO 4

UKWAZISA NGOMPHUMELA WESIBUYEKEZO

Uma iBhodi seliphothulile ucwaningo lizokwazisa umbangi ngeSMS ezoba ineLink lapho umbangi angathola khona incwadi yesixazululo. Isixazululo singakhomba okulandelayo

- Singavumelana nokuthi umbangi akafanelekile ukunxephezela; noma
- Singaphikisana naleyomiphumela.

Uma umphumela wesibuyekazo uwukushintshwa kwesinqumo sokuqala, umfaki wesikhalo uzokwaziswa nge-SMS. I-SMS izoba nelinki exhuma esazisweni somphumela, esingaphrintwa kunoma yiliphi ihhovisi le-TEBA. Iminingwane yezinyathelo ezilandelayo izonikezwa futhi kulesi saziso.

OKUBALULEKILE:

Umfaki wesikhalo uzothola isaziso esinomphumela wesibuyekazo. Isinqumo seGunya Elibuyekazayo esokugcina futhi ngeke sisaphikiswa.