RADIANT YACU

INYANDIKO IMENYEKANISHA AMAKURU Y'INGENZI (KFS) KU BWISHINGIZI BUTANGWA NA RADIANT YACU Ltd

1. Intangiriro

Banki NKuru y'u Rwanda igena imikorere y'ibirebana n'ubwishingizi. Isaba ko twe **RADIANT YACU Ltd** nk'abatanga ubu bwishingizi tubaha aya makuru y'ingenzi. Amakuru ku bwishingizi atangwa, agamije kugufasha kumva no kumenya niba iyi servisi yaba ikunogeye. Ukwiye gusoma iyi nyandiko witonze ku buryo wumva neza icyo ugiye kugura, kandi ukayibika neza kugira ngo uzongere kuyifashisha. Mu gihe kandi uzaba wumva utarizera neza ko iyi serivisi yakunogera, **"RADIANT YACU Ltd** azashimishwa no kugufasha ku kibazo icyo ari cyo cyose uzagira.

Nibyiza kuzuza inyandiko isaba ubwishingizi tuzaheraho kugira ngo twemeze niba twakorana amasezerano y'ubwishingizi. Amasezerano y'ubwishingizi namara gukorwa uzayashyikirizwa kandi azaba ari inyandiko y'ingenzi ikubiyemo ingingo zose z'amasezerano akozwe hagati yacu nawe.

2.Ibyerekeye serivisi yacu y'ubwishingizi: Ubwishingizi dutanga bwishingira icyo aricyo cyose gishora gutuma uwishingiwe apfa cyangwa akamugara burundu biturutse ku ndwara cyangwa ku mpanuka bigaragajwe na muganga ko byabayeho nyuma y'uko ubwishingizi butangira.Mu gihe biteganywa n'amasezerano yihariye, dushobora kwishingira, ubumuga bwa burundu bw'igice cyangwa gutakaza Akazi biturutse ku ndwara cyangwa impanuka, cyangwa impamvu zitagututseho nkuko biteganywa n'amasezerano yihariye.Ubwishingizi dutanga bugira agaciro ku munsi wawe wa mbere wishyuriyeho umusanzu bukarangira nyuma y'igihe twumvikanye mu masezerano.Mu gihe dusuzumye tugasanga tutazaguha ubwishingizi hagendewe ku makuru watanze tugusubiza bitarenze iminsi 30. RADIANT Yacu Ltd ntiyishingira ibyago byakubaho wiyahuye,wishwe n'umwe cyangwa benshi mubagenerwamurage bawe, intambara n'ibindi bikorwa byose bitemewe n'amategeko.

3.Uburenganzira n'inshingano byawe: Ufite inshingano yo kumenyekanisha amakuru ajyanye n'ubuzima bwawe kandi ufite inshingano yo kwishyura umusanzu w'ubwishingizi, iyo utishyuye umusanzu w'ubwishingizi amasezerano atakaza agaciro, usabwa kutumenyesha mu gihe habaye ibyago byishingiwe, ufite inshingano zo kumenyesha ibyo wifuza ko byahindurwa mu masezerano yawe.Amasezerano yishingira urupfu rukomotse ku ndwara nibura nyuma y'amezi atatu uhereye igihe amasezerano yatangiriye,icyakora urupfu rukomotse ku mpanuka rwishingirwa guhera ku munsi ukurikira uwo wafatiyeho amasezerano. **4.Andi makuru:**Aya makuru kuri serivisi y'ubwishingizi unayahabwa n'intumwa zacu mu izina rya RADIANT YACU Ltd cyangwa umuhuza wigenga mu bwishingizi wemewe.Igice kimwe cy'igihembo cyabo gishobora kugenwa bitewe n'umubare ndetse n'ubwoko bwa serivisi bafashije abakiliya kugura.Hakurikijwe itegeko basabwa gukorana ubushishozi n'umwete igihe baganira nawe ku biciro kandi bagashyira inyungu zawe hejuru y'izabo bwite.RADIANT YACU Ltd yishingira kandi ibazwa ibikorwa wakorewe n'intumwa yacu cyangwa n'umukozi wacu ubifitiye ububasha.Umuhuza wigenga nawe yishingira kandi akabazwa ibyo yakoze mu izina ryawe.

5. Ibyerekeye itumanaho:Igihe cyose ubishakiye, ushobora kubona amakuru ajyanye n'amasezerano wakoze,kubaza cyangwa kugaragaza impungenge waba ufite ukoresha telefoni nomero 0788381093/1810 cyangwa meyili:**info@radiantyacu.rw cyangwa ukanyura ku rubuga rwacu:www.radiantyacu.rw**. Niba utanyuzwe n'uburyo bwacu bwo gukemura ibibazo, ushobora kubimenyesha **Urwego ry'Umuvunyi** kugira ngo bagufashe. Wakoresha **numero ya telefoni 199** cyangwa **email:ombudsinfo@ombudsman.gov.rw**, cyangwa ugakoresha **AGASANDUKU K'IPOSITA 9269-Kigali**, cyangwa ugasura **URUBUGA RWA INTERINETI : www.ombudsman.gov.rw** .

Amazina y'umwishingizi itariki n'umubono | **Amazina y'umukiliya itariki n'umukono**

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