



## POLICY

**Effective Date:** 10/09/2025

**Policy Owner:** JOHNRIA FINANCIAL SOLUTION cc

**Approved by:** P K Imalwa

**Review Date:** 10/09/2026

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### 1.0 PURPOSE

This policy outlines the expectations, obligations, and responsibilities of both the clients and JOHNRIA FINANCIAL SOLUTION cc in relation to the issuance, repayment, and management of business. It ensures transparency, fairness, and accountability for all parties involved.

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### 2.0 SCOPE

This policy applies to:

- All individuals or entities applying for or receiving a loan from JOHNRIA FINANCIAL SOLUTION
- All staff, officers, and management involved in the administration of loan products

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### 3.0 CLIENT DUTIES AND OBLIGATIONS

Each client who borrows funds from JOHNRIA FINANCIAL SOLUTION is subjected to the following duties:

1. **Full Disclosure:** Provide accurate and complete information during the application process.
2. **Valid Identification:** Submit valid and verifiable identification and supporting documents.
3. **Timely Repayment:** Make loan repayments according to the agreed repayment schedule without delays.
4. **Regular Communication:** Inform the business immediately of any financial difficulties affecting repayment.
5. **Contract Compliance:** Comply fully with the terms and conditions outlined in the loan agreement.
6. **Financial Honesty:** Avoid fraudulent claims or manipulation of income and financial documents.
7. **Collateral Integrity:** Ensure any pledged collateral is genuinely owned, unencumbered, and as described.
8. **Maintain Records:** Keep all loan-related records and receipts for future reference.
9. **Avoid Overborrowing:** Borrow only within the capacity to repay and avoid over-indebtedness.
10. **Report Changes:** Notify the business of any major life or financial changes (employment, address, etc.).
11. **Respectful Conduct:** Treat the lender's staff with respect and professionalism at all times.
12. **Repayment Planning:** Budget appropriately to ensure timely repayment of the loan.
13. **Avoid Default:** Take proactive steps to avoid loan default.
14. **Default Acknowledgment:** Agree that in the event of failure to repay the loan as agreed, the account may be handed over to a registered debt collection agency without further notice, and the client will be responsible for all additional costs incurred as a result.

**By signing the loan agreement, the client explicitly agrees to this condition.**





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### 4.0 DUTIES OF THE BUSINESS TOWARD THE CLIENT

JOHNRIA FINANCIAL SOLUTION commits to:

1. **Fair Loan Processing:** Review applications impartially and based on clear lending criteria.
2. **Transparency:** Clearly communicate loan terms, repayment schedules, interest rates, and all fees before contract signing.
3. **Client Confidentiality:** Protect the privacy and confidentiality of all client information.
4. **Accessible Support:** Provide channels for inquiries, complaints, and support throughout the loan period.
5. **Professional Conduct:** Treat clients with respect, dignity, and professionalism.
6. **Clear Documentation:** Ensure clients receive copies of signed agreements and payment receipts.
7. **Honest Marketing:** Avoid misleading advertising or pressure-selling practices.
8. **Flexible Restructuring:** Consider reasonable requests for loan restructuring in genuine hardship cases.
9. **Legal Compliance:** Adhere to all local and national financial laws and regulations.
10. **No Predatory Lending:** Avoid excessively high interest rates or unethical lending practices.

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### 6.0 DEFAULT AND COLLECTION POLICY

In the event of non-payment or default:

- The client will receive written reminders and notices as per internal procedures.
- If the loan remains unpaid after final notice, the account **will be handed over to a licensed debt collection agency**.
- The client will be held responsible for any additional fees or legal costs incurred during the collection process.
- Defaulting clients may be reported to credit reference bureaus as per applicable law.

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### 7.0 REVIEW AND AMENDMENTS

This policy will be reviewed annually or in response to regulatory, operational, or market changes.

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**Approved by:**  
PK Imalwa (CEO)

  
05/09/2025

