

PLATINUM CREDIT LIMITED is a non-deposit taking microfinance licensed by the Bank of Tanzania with registration number MSP2-0352 and we are committed to being there for you, our client, whenever you need us with the promise to deliver cash in just 24hours!

Our Mission

To achieve and maintain market share leadership in the provision of emergency loans to qualifying employed men and women in Eastern Africa.

Our Vision:

To be a respected world class microfinance organization driven by passionate and committed teams who deliver satisfaction to our customers.

Our values

Self-responsibility, Trust, Teamwork and Innovation

Customer service Charter

Our service commitment to you is that we shall:

- ❖ Provide you with prompt, friendly and quality customer service at all times
- ❖ Avail to you clear, accurate and timely information in all our dealings
- ❖ Handle all your requests and queries professionally
- ❖ Listen to you, understand you and involve you in resolving any complaints you may have within 5 working days.

Kindly help us serve you better by:

- ❖ Providing us with your complete and accurate information upon request
- ❖ Extending mutual courtesy and respect to our staff
- ❖ Relaying to us any feedback you may have on our services to you

Please feel free to lodge any queries, complaints and compliments with us through:

- ❖ Any of our branches countrywide or,
- ❖ Our Customer service line : +255 746983100 or,
- ❖ Our customer service email: customerservice@platinumcredit.co.tz or complaint@platinumcredit.co.tz or,
- ❖ Our social media pages on



In the unfortunate event you feel that your issue was not well handled, feel free to escalate the same to the Bank of Tanzania under complaint desk

We are always available from 8:00am to 5:00pm for each working day, expect for Saturday from 9:00am to 1:00pm.