



MOMENTUM CREDIT LIMITED was founded in March 2017 with purposeful intent to meet an overwhelming market need of providing structured working capital solutions to Individuals and Small Medium Enterprises (SMEs).

We are reliable, transparent, solution oriented and we promise a fast turnaround time of 24 hours on all our products and services.

Our Vision:

Transforming structured non-bank finance across Africa.

Our values

Commitment, Leadership, Integrity, Excellence and Connection.

Customer Service Charter

Our service commitment to you is that we shall:

- Provide you with prompt, friendly and quality customer experience 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 in a timely manner

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 channel all your Customer feedback or complains through:

- Emailing the Customer Experience Team on cx@momentumcredit.co.ke
- Calling our Customer Experience Team on **0709 434 900**
- Visiting any of our offices

In the unfortunate event you feel that your issue was not well handled, feel free to escalate the same to our Customer Experience Team through **0709 434 900**