



The Pivot, Block C, 1st Floor
1 MonteCasino Blvd
Fourways, 2021

Tel: +27 (0) 11 568 3497
info@StokFella.com
www.StokFella.com

Customer Service Policy

General queries: Tel +27115683497

Email – info@stokfella.com

Turnaround time: All queries should be resolved within 2 working days, if not we encourage our clients to escalate unresolved queries to our Head of Sales & Client Relationship.

Escalations

Title: Head of Sales & Client Relationship

Names: Pearson Maake

Contact details: pearsonmaake@stokfella.com

Trading hours: Monday to Friday (8am to 5pm)

Weekends (occasionally)

Public Holidays (closed)

Consultation

StokFella offers one free consultation to stokvel members, a dedicated StokFella employee will meet with you and your stokvel to answer all questions you may have and assist with onboarding. Please note due to lockdown we only accept digital meetings. Should you request more than one consultation, please be advised a fee will be levied particularly where consultation is outside Trading hours and/or pertains in stokvel member feedback / strategy sessions. Kindly use link below to book a consultation.

Booking: <https://stokfella.com/contact> Alternatively, you can email info@stokfella.com

Our aim is to ensure we provide the best possible service to all our customers.

