

RKF INVESTMENTS, INC.
PLEDGE TO OUR CUSTOMERS REGARDING
PAYDAY LOANS

- We will strive to give all customers the opportunity for the BEST DISCOUNTS AND PAYMENT TERMS (DAYS) in the state.
- A new customer should know of approval within approximately 20-25 minutes after our corporate office receives the fax of your completed application and oral notification of the faxing of the completed application (with all necessary materials).
- An existing customer should only have to wait approximately two minutes to obtain their loan upon being assisted by a representative. The exceptions to this pledge are:
 - o Holds on your account for required updates (which include confirming employment status and income).
 - o Holds due to change in customer account information.
 - o Holds from prior late payments.
 - o Holds regarding confirmation of a recent payment.
 - o Any technical problems with Computer and/or other electronic systems.
- We will not cash your check or ACH debit your bank account until the day after it is due (or unless the customer gives written permission to collect the loan payment before the due date). However, we will not delay collection of your loan.
- If a customer's loan payment comes back returned, we will do our best to give reasonable opportunity for the customer to pay off the loan. On a case by case basis and only under certain circumstances, we may allow a short delay of the full payment of the loan.

Please remember the local Agent or Payment Center does not make collection decisions. If you have further questions regarding our operation, outstanding monies owed us, or other issues, please contact the corporate office directly. Our corporate office phone number is 818-367-1552.

You may also email us at cbc@rkfi.com or fax us at 866-558-3335.

We Appreciate Your Business.