

Customer Service Charter

Who we are

Clear Horizons (Private) Limited is a Zimbabwean based high quality professional services firm offering Financial Advisory, Corporate Secretarial, Corporate Administration (Governance), Corporate Compliance, Tax Consultancy, Accounting & Bookkeeping, Liquidation & Judicial Management, Business Licencing, Mergers & Acquisitions and NGO Consultancy. Established in 2004, the firm has plans to become a one stop shop in business services serving clients in diverse industries, from retail, transport, pharmaceuticals, agriculture, shipping to mining.

Our Business Culture

We eat, live and breathe our calling, providing professional business services! To us serving clients is a Calling. We are passion driven. Excellence is our ball game. In business we respect the individual and recognise diversity and serve clients through teamwork. Our corporate image is anchored on feedback, integrity, swiftness, dexterity and continuous learning.

Your Patronage

We value your patronage. It is priceless. We will retain you that way. Coming to Clear Horizons will never be a regretful experience. In fact, you will consider us for anything you want done; affording you the time you need to run your business. We appreciate your feedback and improvement suggestions. Customer complaints are the storybooks from which we learn.

Our Sure Promise

- We engage the clients in formulating tailor made business solutions.
- Quick provision of branded quality paper-based and electronic deliverables.
- Providing the relevant legislative advice to ensure clients hassle free operations, by anticipating and meeting their tomorrow's needs today.
- As a company, we adhere to robust governance practices and are a responsible corporate citizen.
- Having qualified and professional staff providing client interface.
- Managing a tireless back office working on client deliverables 24/7 resting only upon delivery.
- Recognising your unique needs and deliver customised offerings.

Our Guarantee

- Earliest possible attendance. We answer your phone within 4 rings at the call centre.
- Acknowledge all correspondence in 48 hours and maintaining a toll free line for you.

Where to find us

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Toll Free: 0800 CLEAR HORIZONS

Customer Service Email: sales@clearhorizons.co.zw

Customer Services contact person: trust@clearhorizons.co.zw

Company Registration Particulars: 8067/2004

Zimra Business Partner Number: 200034193

Your 24/7 Consultants!