



RYANS LOANS LLC

Feedback and Support Request Form

Headquarters: Dubai, United Arab Emirates

Global Offices: Switzerland | Australia | USA

Official Email: info@ryans-loan.com

1. CLIENT INFORMATION

Please complete the fields below accurately to enable quick resolution and proper tracking of your request.

Full Name: _____

Date of Birth: _____ / _____ / _____

Email Address: _____

Phone Number (with country code): _____

Residential Address: _____

Country of Residence: _____

Customer ID / Loan Reference Number: _____

Preferred Language of Communication:

English French Arabic Other _____

2. TYPE OF REQUEST

Please select the category that best describes your feedback, inquiry, or issue:

- General Inquiry Loan Application Assistance Loan Repayment Concern
 Technical Support (App/Website/Wallet Connection) Account Update / Profile Change
 Dispute or Complaint Product / Service Suggestion Feedback on Staff Interaction
 Other (please specify): _____

3. SUBJECT & DESCRIPTION OF ISSUE

Subject (Short Title): _____

Description (Detailed Explanation):

Use this space to describe your feedback, issue, or suggestion in detail. Include relevant dates, reference numbers, or supporting facts.

If your feedback involves a transaction or specific staff member, please provide details below:

Transaction Date: _____ / _____ / _____

Amount (if applicable): _____

Staff Member / Department Involved: _____

4. URGENCY & RESPONSE PREFERENCE

How urgent is this matter?

- Low – General inquiry, no urgency Medium – Requires response within 48 hours
 High – Urgent matter (may affect loan or financial status)

Preferred Response Channel:

- Email Phone Call WhatsApp Other (please specify): _____

Best Time to Contact You (Local Time):

- Morning Afternoon Evening

5. ATTACHMENTS (OPTIONAL)

If your feedback or issue requires supporting files (screenshots, receipts, loan documents, etc.), please attach them here:

- Attached Document(s) No Attachments

List attached files:

6. CUSTOMER CONSENT & DECLARATION

Please read carefully and tick each box before submission:

- I declare that all information provided above is true and complete to the best of my knowledge.
 I understand that Ryans Loans LLC may contact me for verification or clarification.
 I authorize Ryans Loans LLC to use my data solely for resolving my feedback or support request.
 I understand that submitting false or misleading information may result in delays or rejection of my request.
 I consent to Ryans Loans LLC retaining this record in accordance with its Data Privacy Policy.

Signature of Client:

Date: _____ / _____ / _____

7. OFFICE USE ONLY (TO BE FILLED BY STAFF)

Case Reference No.: _____

Date Received: _____ / _____ / _____

Received By (Staff Name): _____

Department Assigned: _____

Response Provided On: _____ / _____ / _____

Resolution Summary:

Action Taken:

Resolved Pending Escalated

Verified By (Supervisor): _____

Signature: _____

Official Communication Channel:

All support and feedback communication should be directed only through info@ryans-loan.com or via our verified global offices.

Company Policy Note:

Ryans Loans LLC strives to resolve all feedback and complaints within 5–7 business days of submission. Complex cases may take longer, but clients will be duly informed of progress.