



CUSTOMER CARE

Dear Esteemed Clients,

Thank you for choosing UTRACK AFRICA as your Fleet Management Partner. We are working towards improving our services to you.

We take this opportunity to introduce our **CUSTOMER CARE DEPARTMENT**. Under this department you will be able to get assistance instantly once you raise a ticket and/or call on general inquiry, complains, training and/or scheduling appointments.

You can also follow this simple procedure to open a ticket from our website:

1. Visit our website www.utrackafrica.com
2. Click on the link or button labeled **"HELPDESK"**
3. Choose open a new ticket and fill in the information requested
4. Send your request
5. You will receive a ticket number in your mailbox.

To check your ticket status:

Visit our website and click on the link or button labeled **"HELPDESK"**

Go to **"My Tickets"** and check on the comments/ resolutions, you can also comment on the same page.

Thank you once again for choosing **UTRACK AFRICA** Services. We look forward to working with you.



Kindly contact us through the following emails or phone numbers:

1. customercare@utrackafrica.com
2. customercare1@utrackafrica.com
3. frontdesk@utrackafrica.com
4. customercare2@utrackafrica.com
5. customercare3@utrackafrica.com

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