

Kustomer 1st

When Customers Come First, They Last

**20
26**

COMPANY PROFILE



Limbe
Blanytre, Malawi



About Us



Mission

To empower organisations to deliver seamless, data-driven customer experiences that drive loyalty and business growth.



Vision

To be a trusted leader in customer experience transformation and business intelligence across Africa.



Values

Customer First | Innovation | Excellence |
Collaboration | Impact



Our Services



Brand &
Customer
Experience
Assessments



Outsourcing &
Operational
Support



Business
Growth &
Strategy



Training, Culture
& Capacity
Building

Brand & Customer Experience Assessments

We help organisations understand their current customer experience and design structured strategies for improvement.

Includes:

- Customer Experience Audits
- Customer Journey Mapping
- Brand Perception Studies
- Data Analytics & Reporting Dashboards

Outcome: Clear visibility of experience gaps and a practical roadmap for improvement.



Business Growth & Strategy

We help organizations build strong relationships and unlock growth opportunities.

Includes:

- Brand Positioning, Storytelling & Messaging
- Market Research
- Product Development & Launch
- Strategic Planning Sessions & Retreats
- Strategy Reviews & Performance Tracking
- Change Management
- Stakeholder Engagements

Outcome: Revenue conversion through targeted client acquisition, consistent pipeline growth, and market positioning that helps you win.

Outsourcing & Operational Support

We provide hands-on support to implement and sustain customer experience initiatives.

Includes:

- Contact Centre Set Up and Outsourcing
- Frontline Staff Outsourcing
- Brand and Customer Experience Staff Recruitment, Training and Deployment

Outcome: Efficient and scalable customer service operations.

Training, Culture & Capacity Building

We develop high-performing, customer-focused teams.

Includes:

- Brand, Sales, and Customer Experience Trainings
- Communications, Engagements, and Soft Skills Training
- Team Building and Culture Transformation
- Leadership Training and Coaching

Outcome: Teams equipped to deliver consistent service excellence.

Why Choose Us?



Integrated, end-to-end solutions



Practical and results-driven approach



Strong data and research capability



Deep understanding of customer touchpoints



Strong data privacy and security



Proven experience across industries



Support for green procurement



Commitment to anti bribery and corruption principles

CLIENTELE & MEMBERSHIP

CLIENTS



MEMBERSHIP



Appendix



ISIC Code: M-70-702-7020



**BUSINESS REGISTRATION ACT
(No. 12 of 2012)**

CERTIFICATE OF REGISTRATION

I hereby certify that **Patience Duduzile Sembereka** carrying on business as **KUSTOMER 1ST** have/has this **Thursday, June 29, 2023** been duly registered in accordance with the provision of the Business Registration Act (No. 12 of 2012) and have/has been entered under the number **BRN-MOT26ZM** in the Malawi Business Registration Database. The business will be carried out at **BLANTYRE_URBAN**.

This Certificate will **expire** on the **Monday, 29 June, 2026**

Given under my hand at Blantyre, Malawi, this **Thursday, 29 June, 2023**



A handwritten signature in black ink, appearing to read 'Chitwa Tumbi'.

.....
Registrar of Business



Malawi Revenue Authority

Head Office, Msonkho House
Independence Drive,
P/Bag 247
Blantyre, Malawi.

Call Centre
Toll-Free: 672
E-mail: callcentre@mra.mw

Tel: +265 (0) 1 822 588
Fax: +265 (0) 1 822 302
E-mail: mrahq@mra.mw
Website: www.mra.mw

Certificate Number: MRA/ZA/003161

Tax Clearance Certificate

This is to certify that PATIENCE DUDUZILE SEMBEREKA, Trading as HER BECOMING/KUSTOMER 1ST/BAMBIES BUDDY (Also trading as BAMBIES BUDDY/PERSIS OUTLOOK) (TPIN: 31088869), has been cleared on discharge of Domestic Taxes obligations for the period between Apr 1, 2025 and Mar 31, 2026.

This certificate is valid up to Mar 31, 2027.

PS

For Commissioner General

Malawi Revenue Authority
Station Manager
Zomba Domestic Taxes

16 APR 2025

F.O. Box 1272
Zomba



15-Apr-2026

Pay Taxes for National Development

Validation Code

5026 1057 2007 50

Dial *915# to validate this document for free



Public Procurement and Disposal of Asset Authority

Jireh Bible House
Area 3, Off Colby Road
Lilongwe
Malawi

Private Bag 383, Lilongwe 3
Phone: (265) 0 887 083
262/3/4
Email: dg@ppda.mw
Website: www.ppda.mw

Certificate of Registration

This is to Certify that the following entity has been registered with the Public Procurement and Disposal of Assets Authority. The details are as follows

Name of Business/Company : KUSTOMER 1ST
PPDA Registration Number : MW-EGP-260423-147302
Business Registration Number : BRN-MOT26ZM
Tax Identification No : 31088869
Country of Registration : Malawi
Email Address : patiencenkombezi@gmail.com

Registration For Public Procurement

Category	Price Range	Issue Date	Expiry Date
Services	Above MWK80 million - MWK100 million	Apr 29, 2026	Apr 29, 2027

Timothy Kalembo

Verify by scanning this QR code.





MALAWI REVENUE AUTHORITY

WITHHOLDING TAX EXEMPTION CERTIFICATE

WTEC No: **19645**

Valid only for payments made between **24-09-2020** to **31-03-2021**

Name of holder : **PATIENCE DUDUZILE SEMBEREKHA**

Postal Address : **BOX 1010
ZOMBA**

Taxpayer Id. No. : **31088869**

Nature of income in respect of which this exemption is issued

- (a) **CONSULTANCY**
- (b) **—**
- (c) **—**

Designation of Issuing Officer : **Station Manager** Commissioner General

Signatures :  

CG's date stamp here


NOTES:
(1) This Certificate authorizes payment to the holder of the full amount of payment to which section 102A of the Act applies without deduction there from of withholding tax.

MSME ORDER

MEDIUM ENTERPRISE REGISTRATION

Certificate

BUSINESS REGISTRATION NUMBER: BRN-MOT26ZM


THIS IS TO CERTIFY THAT

KUSTOMER 1ST

IS REGISTERED AS A MEDIUM ENTERPRISE IN MALAWI

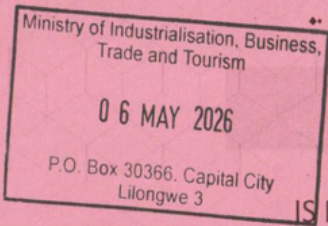
This certificate is valid from 06-05-2026 to 05-05-2028

Given under the hand of the Secretary for Industrialisation, Business, Trade & Tourism at Lilongwe Malawi.


SECRETARY FOR
INDUSTRIALISATION,
BUSINESS, TRADE &
TOURISM.



6/5/2026
DATE



Kustomer 1st

**For
More
Info.**

Lead Consultant

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Blantyre, Malawi

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Transforming Customer Experience into Sustainable Business Growth