



# COMPLAINTS HANDLING AND RESOLUTION PROCEDURE

## **COMMITMENT TO OUR CLIENTS AND TO CUSTOMER SERVICE**

Our commitment is to provide our clients with excellent service. Axsure takes all complaints seriously and our aim is to resolve all client complaints promptly. Great care has been taken to ensure that all complaints are used as a strategic tool for continually improving our business and service delivery.

### **1. Purpose of a complaints policy**

Axsure is an authorised financial services provider (“FSP”) in terms of the Financial Advisory and Intermediary Services Act (the FAIS Act). The FAIS legislation requires that all FSP’s must maintain an internal complaints handling resolution and procedure in the event of a complaint received about a financial service rendered by them.

Section 16, 17, 18 and 19 of the Code of Conduct offer providers the opportunity to deal with client complaints without the involvement of the FAIS Ombud. The purpose of the complaints procedure is to restore our relationship with the client and lay the foundation to re-establish the trust as the service provider of choice.

This document explains the procedure to be followed if you wish to complain about any of the financial services rendered by Axsure or a representative of Axsure and sets out the process in order to resolve the complaint.

### **2. Definition of a complaint**

A complaint means, a specific complaint relating to a financial service rendered by Axsure or a representative of Axsure to the complainant on or after the date of commencement of the FAIS Act, and in which complaint it is alleged that Axsure or a representative –

- Has contravened or failed to comply with a provision of this Act and that as a result thereof, the complainant has suffered or is likely to suffer financial prejudice or damage;
- Has wilfully or negligently rendered a financial service to the complainant which has caused prejudice or damage to the complainant or which is likely to result in such prejudice or damage; or
- Has treated the complainant unfairly; and
- Did not resolve the complaint within a reasonable timeframe.

### **3. Practical application of a complaint**

A complaint includes an allegation in respect of:

- Non-compliance with the FAIS Act leading to a potential loss or loss;
- A wilful or negligent act leading to a potential loss or loss; and
- Unfair treatment.

#### **4. Our obligation**

- We must request that any client who has a complaint against Axsure or a representative of Axsure must lodge such complaint in writing;
- We must maintain a record of such complaints for a period of five years;
- We will handle complaints from clients in a timely and fair manner;
- We must take steps to investigate and respond promptly to such complaints; and
- We must, where such a complaint is not resolved to the client's satisfaction, advise the client of any further steps which may be available to the client in terms of the Act or any other law.

Our internal resolution, in relation to a complaint, means the process of the resolving of a complaint through and in accordance with the internal complaint resolution system and procedures.

#### **5. How to submit a claim**

If a complainant has a complaint, it should be submitted to Axsure in writing. Such complaints can be submitted by email, post, registered mail, fax or by hand, to the address as detailed below.

The complaint should contain the following detail:

- the full names, ID number and contact details of the complainant, registration number in case of a company.
- the full names, ID or the registration number in case of a business and contact details of the client (if it is different from the complainant).
- full details of the product and or policy number the complaint relates to.
- specific details about the nature of the complaint, which would include sufficient facts, dates and supporting documentation to enable us to address the complaint promptly and fairly.

#### **6. Who will Axsure appoint to deal with the complaint**

The complaint will be referred to a manager or another authorised person at Axsure who is skilled and empowered to deal with complaints received.

#### **7. How will Axsure react once a complaint is made**

- Axsure will acknowledge receipt of the complaint in writing to the complainant within
- 3 working days after it has been received.
- Once the complaint has been received by Axsure, we will allocate the complaint to an appropriate staff member to investigate the complaint.
- In terms of the legislation, we will attempt to resolve the complaint within six weeks of receipt of the complaint.

- In the event that the complaint cannot be resolved, we will advise the complainant in writing of the reasons why the complaint could not be resolved and what further steps are available to the complainant to get the complaint resolved.
- Axsure will keep a record of the complaints and maintain such record for a period of five years as required by legislation.

**8. What is our commitment**

- We are committed to resolve complaints by means of a fair and practical resolution process.
- We will take steps to investigate and respond promptly to the complaint.
- We will deal with complaints in a timely and fair manner, where each complaint received due consideration in a process that is managed appropriately and effectively.
- We will keep the complainant informed as to our progress on a regular basis.
- We will ensure that a full and appropriate redress is offered to you without any delay, if the complaint is resolved in your favour.

**9. What if Axsure cannot resolve the complaint to the complainant's satisfaction**

In terms of the legislation, we are required to advise the complainant in writing within six weeks of receiving the complaint if the complaint cannot be resolved and to supply the reasons why the complaint could not be resolved. In the event that the complaint cannot be resolved, the complainant may have recourse to the following, whichever is applicable:

- Refer the matter to the FAIS Ombud within six months of notification that the claim cannot be resolved or within six months of the FSP's failure to deal with the claim.
- Refer the matter to either the Ombudsmen for Long Term Insurance or the Ombud for Short Term Insurance, if appropriate and within their jurisdiction.
- Seek legal advice from an attorney regarding any legal action that may be taken.
- Refer the matter to arbitration or mediation.

10. **Should you have any further questions or concerns, please do not hesitate to contact us.**

Contact details:

Axsure Administrators (Pty) Ltd  
4th Floor, Combined HQ Building,  
4 Bridal Close,  
Tygerfalls,  
Tyger Valley  
7530

Tel: +27 (0)11 5941300

Fax: +27 (0)21 4924828

Email: [info@axsure.co.za](mailto:info@axsure.co.za)

FSP no: 43153

Short Term Insurance Ombudsman Office

P.O Box 32334

Braamfontein

2007

Tel: +27 11 726 8900

Fax: +27 11 726 5501

Email: [info@osti.co.za](mailto:info@osti.co.za)

FAIS Ombud Office

P O Box 74571

Lynnwood Ridge

0040

Tel: +27 12 470 9080

Fax: +27 12 348 3447

Email: [info@faisombud.co.za](mailto:info@faisombud.co.za)

Website: [www.faisombud.co.za](http://www.faisombud.co.za)



## COMPLAINTS FORM

Date	
Complainant's Name & Surname	
Client's name & surname (if different from complainant)	
ID number	
Policy number	
Details of product	

### Your contact details

Postal address	
Telephone number	
Fax number	
Cell phone number	
Email	
Name of your Portfolio Manager (Representative)	
Person/s you have previously spoken to in connection with your complaint (if applicable)	

### Details of complaint (please attach any supporting documentation)


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**COMPLAINANT SIGNATURE**