

## COMPLAINTS RESOLUTION POLICY

### **What is the purpose of this document?**

The Financial Advisory and Intermediary Services Act (FAIS Act) requires that a financial service provider/brokerage (ie. Addsure) must maintain an internal complaints resolution policy and procedure in the event that you (a client) complains about a financial service rendered by us.

In other words, this document explains the procedure should you wish to complain about any of the financial services rendered by us, and sets out the process which we will follow in order to resolve the complaint.

### **What constitutes a complaint?**

A complaint is defined in the FAIS Act as a specific complaint relating to financial services rendered by the financial services provider/brokerage or its representatives, either being advice or an intermediary service, which has been rendered on or after 1 October 2004, and where it is alleged that we:

- have contravened a provision of the FAIS Act and as a result the client has suffered or is likely to suffer financial prejudice or damage;
- have wilfully or negligently rendered a financial service to the client which has caused, or is likely to cause prejudice or damage to the client; or
- may have treated the client unfairly.

Any complaint relating to a financial product or investment performance should be lodged directly with the relevant product provider or insurance company.

### **How must a complaint be made?**

If you have a complaint against Addsure, it must be submitted to us in writing. It can be submitted either by hand, post, fax or email.

### **What happens once a complaint is made?**

- We will acknowledge receipt of the complaint in writing to you, our client.
- We will keep a record of the complaint, and maintain such record for 5 years, as is required by legislation;
- Once the complaint has been made, it will be allocated to an appropriate staff member to investigate.
- As required by legislation, we will attempt to resolve the complaint within 6 weeks of receipt of the complaint.

- In event that the complaint cannot be resolved, we will advise you of the reasons why the complaint could not be resolved and what further steps are available to you, as our client.

### **Who will deal with the complaint?**

The complaint may be handled by either:

- a key individual or a representative or employee who is skilled and empowered to deal with the type of complaint; or
- as a member of the Masthead Financial Advisors Association, we may refer the complaint to a legally qualified and objective consultant provided by Masthead, who will be able to provide us with a recommendation of how the complaint may be resolved.

### **What happens if the complaint is not resolved to your satisfaction?**

Legislation requires us to advise you in writing of the reasons why the complaint could not be resolved and what recourse you may have.

As our client, you may have recourse to the following, whichever is applicable:

- refer the matter to the FAIS Ombud;
- refer the matter to the Ombudsmen for Long Term Insurance, Short Term Insurance or Banking, whichever is appropriate and has jurisdiction;
- refer the matter to the Pension Funds Adjudicator, if appropriate;
- seek legal advice from an attorney as to what legal action may be taken; or
- refer the matter to arbitration or mediation.

### **Our commitment**

Our policy is to:

- be committed to resolve client complaints by means of a fair and practical resolution process;
- take steps to investigate and respond promptly to any complaint;
- deal with complaints in a timely and fair manner, with each complaint receiving due consideration in a process that is managed appropriately and effectively; and
- ensure that a full and appropriate level of redress is offered to you, without delay, where the complaint is satisfactorily or favorably resolved.

# Complaints Resolution Process

You lodge written complaint with Addsure

Addsure gives written acknowledgement of receipt of complaint to you.

Addsure records complaint in register (and keeps tracking progress in register)

Addsure should attempt to resolve any complaint within 6 weeks.

Addsure may use recommendation to resolve complaint

If after 6 weeks it cannot be resolved, Addsure must advise you of right to refer to Ombud.

Addsure advises you of outcome.

If in outcome in your favour, Addsure must offer appropriate redress.

If you are not satisfied with outcome, Addsure must give you full reasons and notify you that the matter may be referred to the FAIS Ombud and must be done so within 6 months of the notification.

Addsure may refer the complaint with supporting documentation to Masthead for assistance.

Masthead to furnish Addsure with written recommendation on how the complaint may be resolved within 3 weeks of referral.

## **IMPORTANT CONTACT DETAILS**

### **FAIS Ombud**

Postal Address: FAIS Ombud  
P.O.Box 74571  
Lynwood Ridge  
0040  
Telephone: 0860 324766  
Fax: (012) 348-3447  
E-mail: [info@faisombud.co.za](mailto:info@faisombud.co.za)  
Website: [www.faisombud.co.za](http://www.faisombud.co.za)

### **Long Term Insurance Ombudsman**

Postal Address: The Ombudsman for Long Term Insurance  
Private bag X 45  
Claremont  
7735  
Telephone: (021) 674-5000  
Fax: (021) 674-0951  
E-mail: [info@ombud.co.za](mailto:info@ombud.co.za)  
Website: [www.ombud.co.za](http://www.ombud.co.za)

### **Short Term Insurance Ombudsman**

Postal Address: The Ombudsman for Short Term Insurance  
PO Box 32334  
Braamfontein  
2017  
Telephone: (011) 726-8900  
Fax: (011) 726-5501  
E-mail: [info@osti.co.za](mailto:info@osti.co.za)  
Website: [www.osti.co.za](http://www.osti.co.za)

### **Pension Fund Adjudicator**

Address: Pension Fund Adjudicator  
P.O. BOX 23005  
Claremont,  
7735  
Telephone: (021) 674 0209  
Fax: (021) 674 0185  
E-mail: [enquiries@pfa.org.za](mailto:enquiries@pfa.org.za)  
Website: [www.pfa.org.za](http://www.pfa.org.za)

### **Ombudsman for Banking Services / Banking adjudicator**

Postal Address: The Ombudsman for Banking Services  
P.O. Box 5728  
Johannesburg 2000  
Telephone: 011 – 838 0035  
0860 – 800 - 900  
Fax: 011 – 838 0043  
E-mail: [info@obssa.co.za](mailto:info@obssa.co.za)  
Website: [www.obssa.co.za](http://www.obssa.co.za)

**[BACK TO ADDSURE HOME PAGE](#)**