



MULTI RISK
MAKELAARS | BROKERS

COMPLAINTS POLICY

Physical: 547 Rubenstein Drive, Moreleta Park, Pretoria, 0181

Telephone nr: 087 236 6655

Email address: info@multirisk.net

Web address: www.mutlirisk.net

1. INTRODUCTION

- 1.1 The FAIS General Code of Conduct highlights the importance of Treating Customers Fairly (TCF) and dealing efficiently with client complaints.
- 1.2 We recognise the importance of providing excellent service to our clients. This is why we always appreciate client feedback, which we use to improve our offering to you.
- 1.3 As required by FAIS Act, we have a formal complaints management process for clients, who are not satisfied with the advice rendered and/or service given to them by a financial advisor, client service consultant and/or claims consultant.
- 1.4 The purpose of this document and the complaints management process is to set out procedures to lodge a complaint and ensure that we can resolve all complaints.

2. DEFINITIONS

2.1 Complainant:

- a. Policy Holder and a person -
 - i. who has a direct interest in the agreement, product or service to which the complaint relates;
 - ii. potential policyholder whose dissatisfaction relates to the relevant application, solicitation or advice received who has a direct interest in the agreement, policy or service to which the complaint relates, or a person acting on behalf of a person refer to point (i)

2.2 Complaint

- a. In terms of the FAIS Act, a complaint is defined as follows: "Complaint" means, subject to section 26(1)(a)(iii), a specific complaint relating to a financial service rendered by a financial services provider or representative to the complainant on or after the date of commencement of the Act, and in which complaint it is alleged that the provided or representative;
 - i. 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;
 - ii. has willfully or negligently rendered a financial service to the complainant that has caused prejudice or damage to the complainant or which is likely to result in such prejudice or damage: or
 - iii. has treated the complainant unfairly

2.3 Internal Complaint Resolution System and Procedures:

- a. Means the process of resolving a complaint by following the internal complaint resolution system and procedure of the provider.
 - i. It is therefore recommended that the client in any complaint first resort to the internal complaint resolution system and procedure as outlined below before the National Financial Ombudsman Scheme South Africa and/or the FAIS Ombud enjoys jurisdiction.

3. HOW TO SUBMIT A CLAIM

- 3.1 If the client wishes to submit a complaint relating to advice rendered by your Financial Advisor, Client Service Consultant, and/or Claims Consultant, we recommend that you first contact your Financial Advisor for assistance. Alternatively, the client can email their complaint to info@multirisk.net.

4. RESPONSIBILITIES RELATING TO THE COMPLAINTS PROCEDURE

4.1 Client Responsibility

- a. Inform us of the complaint in writing as soon as possible by providing us with the following:
 - i. All information relating to your complaint (policy number, nature of the complaint and/or name of the employee, and include sufficient facts, dates and supporting documentation) to enable us to investigate the complaint.

4.2 Multi Risk Broker's Responsibility

- a. We will promptly acknowledge, in writing receipt of the complaint and furnish the client with details of the contact person who will be involved with the investigation and the resolution of the complaint.
- b. As required by legislation, we will attempt to resolve the complaint within 6 (six) weeks of the date of receipt of the complaint.
- c. All complaints are entered into our formal complaints register.

- d. Non-routine serious complaints are handled by our department manager who has the adequate expertise, training and experience to resolve the matter as soon as possible.
- e. All complaints received from our clients will be handled promptly and fairly and will receive proper consideration in a process that's managed appropriately and effectively.
- f. We undertake to inform the client of the outcome of the investigation relating to the complaint within the stipulated time frames as per our complaint's framework.
- g. In a case where the complaint is resolved in favour of, and to the client's satisfaction, we will ensure that a full and appropriate level of reparation is offered to the client without any further delays.
- h. We undertake to maintain a record of complaints received for 5 years, together with an indication of whether or not such complaints were resolved.
- i. If the complaint isn't resolved to the client's satisfaction, we will ensure that the client is made aware of their rights by providing the client with a full written report regarding the investigation and the findings thereof.
- j. We'll also include contact details for the Ombud's office where the client then has 6 months, from the date of notification from us regarding the resolution/dismissal of the complaint, within which to pursue further action at the Ombud's office.

5. PRINCIPLES OF OUR INTERNAL COMPLAINTS RESOLUTION SYSTEM

- a. Basic principles of our internal complaints resolution system are based on the following basic principles:
 - i. maintain our complaints framework and policy that outlines our commitment to your systems and procedures for internal resolution of complaints;
 - ii. our clients have easy access to our procedures, through our office, and that is open to our clients, through our postal address, email address, telephone or telephonic means and/or our website;
 - iii. we will be transparent by ensuring the client has full knowledge of the procedures for the resolution of their complaints;
 - iv. ensure the resolution process is effective and fair to both our clients and the employees.

6. REFERRAL TO OMBUD'S OFFICE

6.1 National Financial Ombudsman Scheme South Africa ("NFO")

- a. If you are not satisfied with our formal response, your complaint can be escalated to the Ombudsman for Short-Term Insurance on:

Physical: 110 Oxford Road, Houghton Estate, Johannesburg

Telephone: 0860 800 900

Email: info@nfosa.co.a

Web: www.nfosa.co.za

6.2 FAIS OMBUD

- a. The Ombud for a Financial Services Provider (FSP), commonly referred to as the FAIS Ombud, referred to Section 20 of the FAIS Act.

Physical: Menlyn Central Office Building, 125 Dallas Avenue, Waterkloof Glen, Pretoria 0010

Telephone nr: 012 762 3274

Sharecall: 086 066 3274

Email: info@faisombud.co.za

Web: www.faisombud.co.za