



Tel: 086 122 2871

Fax: 086 681 1039

Tel: (012) 667 1314

Email: admin@grsa.co.za

Address: Unit No. 13B, Falcon Crest Office Park, Block 3, 142 South Street, Centurion, 0157

Postal Address: PostNet Suite # 350, Private Bag X121, Halfway House, 1685

Website: www.grsa.co.za

FSP No. 43257

COMPLAINTS PROCEDURE

1. INTRODUCTION

We at, **General Risk Administrators SA (Proprietary) Limited** as agents for **Guardrisk Insurance Company Limited** and **Infiniti Insurance Limited** are committed to the establishment and maintenance of a Complaints Policy in order to comply with the Financial Advisory and Intermediary Services Act (hereinafter referred to as FAIS Act) in the resolution of complaints.

The Financial Advisory & Intermediary Services Act 2002 deals with complaints in some length. Specifically section 27(1) Receipt of Complaints, prescription, jurisdiction and investigation.

All licensed financial service providers FSP's will be required to have systems in place for the purpose of timeous and efficient resolution of complaints within the specified timeframes.

2. DEFINITION OF COMPLAINT

Complaint means a specific complaint relating to a financial service rendered to the client on or after the date of commencement of FAIS, alleging that we:

- Contravened or failed to comply with a provision of FAIS and that, as a result, the client has suffered financial prejudice or damage;
- Willfully or negligently rendered a financial service to the client which was caused prejudice or damage to the client or which is likely to result in such prejudice or damage; or
- Treated the client unfairly.

3. COMPLAINTS PROCEDURE

If you have any complaints, which have caused you or may cause you prejudice or damage, relating to a financial service rendered by **General Risk Administrators SA (Proprietary) Limited** as agents for **Guardrisk Insurance Company Limited** and **Infiniti Insurance Limited** or by one of our representatives, please immediately contact our Complaints Dispute Facilitator as per the following contact details: -

Name of Complaints Dispute Facilitator: Peter Veal

Associated Compliance

(Please determine internally who this person will be)

Postal Address: P O Box 125, Honeydew, 2040

Physical Address: 1st Floor, Building B, RPA Centre, 180 Smit Street, Fairlands, Johannesburg

Telephone Number: +27(11) 678 2533

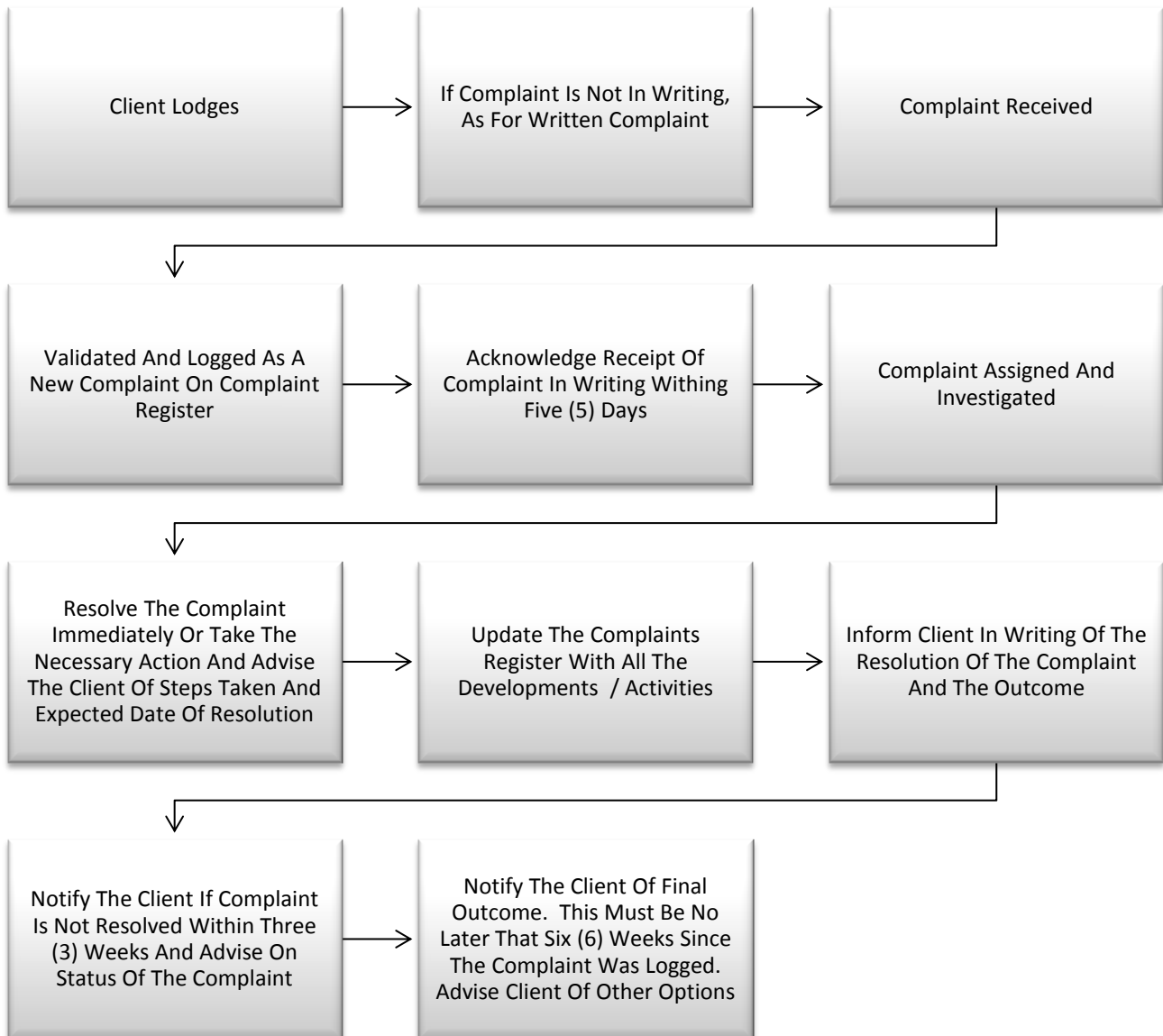
Fax Number: +27(86) 656 2947

E-Mail: peter@associatedcompliance.co.za

We deal with complaints as follows:

- 3.1. Log the date and contents of the complaint in the Complaints Register;
- 3.2. If a complaint is not in writing, ask the client to lodge the complaint in writing;
- 3.3. Acknowledge receipt of the complaint in writing within 5 days of receipt, and give the client the name(s) and contact details of the staff responsible for the resolution of the complaint;
- 3.4. Investigate the complaint to ascertain whether the complaint can be resolved immediately;
- 3.5. If the complaint can be resolved immediately, take the necessary action and advise the client accordingly;
- 3.6. If the complaint cannot be resolved immediately, send the client a written summary of the steps to be taken to resolve the matter and the expected date of resolution;
- 3.7. If unable to resolve the complaint within 3 weeks of logging the complaint with the Complaints Register, notify the client by means of a written acknowledgement. This will outline the current status of the complaint and the expected date of final resolution;
- 3.8. If unable to resolve the complaint within a further 3 weeks of the written acknowledgement (6 weeks since complaint logged), notify the client giving full written reasons as to why the outcome was not favourable, and advise the client of their right to seek legal redress by referring the complaint to the Office of the Ombudsman;
- 3.9. Notify the complainant that he/she has 6 months of receipt of such notification to refer the matter to the Financial Ombud. The Ombud's name, address and other contact details must be provided;
- 3.10. Update the register with all developments/activities;
- 3.11. The Ombud can adjudicate on claims up to R800,000-00;
- 3.12. The Ombud acts independently and objectively and has jurisdiction in respect of complaints relating to advice or intermediary services, which have arisen after 15 November 2002;
- 3.13. There are no upfront costs when lodging a claim through the Ombud's office, but the Ombud may quantify cost awards against either the complainant or the Financial Services Provider with regard to the nature of the complaint, time duration of the complaint and expense and inconvenience suffered by the complainant.

4. COMPLAINTS PROCESS FLOW



5. COMPLAINTS REGISTER

The register should contain the following fields:

- **RECEIVED**

This field will reflect the date on which the letter was received. The receipt period starts its calculations here.

- **DATE CAPTURED**

The date of the day on which the complaint is captured.

- **RECEIVED FROM**

The name and designation of the person that submitted the complaint must be entered here. It may be a client or a client's representative.

- **COMPLAINT REFERENCE NUMBER**

This field contains the clients' reference number linked to an internal system.

- **CLIENT SURNAME AND INITIALS**

Enter the surname of the client making the complaint.

- **COMPLAINT DESCRIPTION/TYPE**

Short summary of the complaint.

- **CAPTURED BY**

The name of the person who captured the complaint.

- **RESPONSIBLE PERSON INTERNALLY**

Who will deal with the complaint and ensure that it is resolved.

- **ACTIVITY UPDATE**

Log all developments and movements.

- **OUTCOME OF COMPLAINT**

Summary of what decisions was taken.

- **DATE OF FINAL COMMUNICATION TO CLIENT**

Date of letter to the client.

- **COMPLAINTS DISPUTE FACILITATOR FINAL SIGN OFF**

Designated Complaints Dispute Facilitator to sign off a complaint as finalised.

- **LEARNINGS**

This is a field where any possible lessons learned from the handling of this complaint can be entered.