

Customer gratification is an integral part of the CIB culture, and we appreciate our clients bringing their concerns to our attention. By doing so will not only allow us to eradicate defective service delivery, but most importantly to enhance the service excellence that we at CIB aspire to bring to you as a valued patron.

1. WE BASED OUR COMPLAINTS RESOLUTION POLICY ON THE FOLLOWING

Our complaints resolution policy are based on provisions as set out in the General Code of Conduct for Authorised Financial Service Providers and Representatives which forms part of the Financial Advisory and Intermediary Services Act 37 of 2002, the Rules on Proceedings of the Office of the Ombud for Financial Service Providers, of 2003 as well as the SAIA Code of Conduct.

2. WHAT ARE THE OBLIGATIONS OF CIB

CIB must ensure that the following is adhered to:

- a. All complaints should be submitted in writing;
- b. Record of such complaints should be maintained for a period of 5 years;
- c. Address complaints from clients in a timely and fair manner;
- d. Take steps to investigate and respond promptly to complaints;
- e. Should complaints not be resolved to the satisfaction of the client, to inform the client of his/her rights of appeal in accordance to the law.

3. WHAT IS THE DEFINITION OF A COMPLAINT

A complaint relates to a specific service rendered by CIB, and must allege that CIB has contravened:

- a. Any provisions of the FAIS act and as a result the complainant has suffered a financial loss; or
- b. Has negligently provided a service to the prejudice of the complainant; or
- c. Has treated the complainant unfairly; or
- d. Any other form of complaints.

4. HOW TO ADDRESS YOUR CONCERNS WITH CIB

If we have dissatisfied you in any manner we need to hear about this:

- a. As all complaints should be submitted in writing, where possible, we kindly request that you either complete our online form on our webpage www.cib.co.za, or alternatively you may complete our complaints form (Annexure A) and email it to us at Complaints@cib.co.za or Fax it to (0865) 881079.
- b. Kindly ensure that all supporting documents are attached to your complaint to enable us to attend to your concerns timeously.

5. WHAT WILL CIB DO WITH THE FEEDBACK THAT YOU PROVIDED US WITH?

- a. We will acknowledge receipt of your concerns in writing;
- b. In the event of CIB experiencing internet problems, we kindly request that if you have not received acknowledgment, within 24 hours, that we received your complaint, that you kindly contact us on (011) 455-5101 and request to speak to our complaints department to advise us accordingly.
- c. Your feedback will be directed to a competent team that has been trained to facilitate and resolve complaints promptly;
- d. A dedicated CIB staff member will keep you up to date with regards to the progress of your complaint on regular basis, at least every 14 days – you may also liaise with the relevant staff member should you wish to enquire about the status of your complaint.

- e. All complaints will be investigated and resolved in a fair and professional manner and feedback will be provided to you within 21 days of the date of receipt of your initial complaint - provided that we receive all information required and/or an investigation has been completed.
- f. We will, in cases where further communication, assessment or investigation is required, agree with the complainant on a reasonable time frame not exceeding an additional 30 days.
- g. Where we resolved your complaint in your favour, we will ensure that a full and appropriate level of redress is offered to you without delay.

6. SHOULD YOU NOT BE SATISFIED WITH OUR DECISION

When the complainant is notified of the outcome of the complaint, the complainant has the right to have such a decision reviewed by another employee of CIB that holds the appropriate knowledge, expertise, experience and authority to deal with an appeal process.

If a complainant wishes to have a decision regarding a complaint reviewed:

- a. CIB will treat it as a Dispute;
- b. We will notify the complainant of the Name and Contact details of the person assigned to liaise with the complainant in relation to the dispute;
- c. When a decision has been made, CIB will respond to the complainant in writing giving:
 - (i) Reasons for the decision;
 - (ii) Information about how to access external dispute resolution or policyholder recourse mechanisms, and the time frame in which to do so.

7. YOUR RIGHTS SHOULD YOU BE DISSATISFIED WITH THE OUTCOME OF OUR DISPUTE RESOLUTION

Should you not be entirely satisfied with the outcome of our dispute resolution, and feedback is provided that is not in your favour:

- a. You may re-direct your complaint and all supporting documents to the following parties, in writing, within a 6 months period of receipt of such feedback from CIB:

- **The Short Term Insurance Ombudsman:**

Telephone: (011) 726-8900

Fax: (011) 726-5501

Website: www.osti.co.za

The Ombudsman's task is to act as a "mediator" or informal arbitrator and he/she does not represent either of the parties to the dispute.

Important points to remember:

- You must complain to your insurance company first and only if you are unable to resolve the dispute with your insurer, then you can refer the matter to the Ombudsman's Office
- The Ombudsman's decisions are binding on the insurance company but not on you. The Ombudsman's Office is an independent office
- The Ombudsman's decisions can be based on law and equity
- The Ombudsman's Office does not give legal advice
- The service is free to insured consumers
- The Short Term Insurance Ombud offers consumers a "no risk" mechanism to resolve disputes with insurers. The office can assist consumers with certain personal lines short term insurance as well as with limited commercial insurance matters.

Refer to the website as noted above for more details.

- **The FAIS Ombudsman:**
Telephone: (012) 470-9080
Fax: (012) 348-3447
Website: www.faisombud.co.za

The FAIS Ombud deals with complaints submitted to the Office by a specific client against a financial services provider. "Complaint" means a specific complaint relating to a financial service rendered by a financial services provider or a representative of such provider to the complainant. The complaint will be considered if it is alleged that the provider or representative:

- Has contravened or failed to comply with a provision of the FAIS 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 and 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;
- The act of omission complained about must have occurred on or after 30 September 2004.
- Before submitting a complaint to the Office, the complainant must endeavour to resolve the complaint with the responding party. The responding party has six weeks in which to resolve the complaint with the complainant. After receipt of the final response of the responding party, the complainant has six months within which to submit a complaint to the FAIS Ombud.

Refer to the website as noted above for more details.

- **The Registrar of Short Term Insurance:**
Telephone: (012) 428-8000
Fax: (012) 422-2979
Website: www.fsb.co.za

The Registrars duties are wide ranging and must ensure that Insurers comply with the following, however not limited to:

- Submission of statements and accounts;
- Statement of liabilities;
- Statement of assets;
- Solvency margin regulations;
- Separation of assets;
- Commission rates for intermediaries.

Refer to the website as noted above for more details.

8. CONCLUSION

CIB aims to consistently deliver a professional service, and therefore we invite any feedback or suggestions as to how we can improve our complaints resolution process. Please send your suggestions to complaints@cib.co.za

Yours Faithfully,



CIB Management

Declaration

Our complaints resolution policy is based on provisions as set out in the General Code of Conduct for Authorised Financial Service Providers and Representatives which forms part of the Financial Advisory and Intermediary Services Act 37 of 2002, the Rules on Proceedings of the Office of the Ombud for Financial Service Providers, of 2003 as well as the SAIA Code of Conduct.

On receipt of the required information, we will promptly investigate your complaint and provide you with written feedback.

We aim to consistently deliver a professional service, and therefore we invite any feedback or suggestions as to how we can improve our complaints resolution process. Please send your suggestions to complaints@cib.co.za

Signature:

Date: *day/month/year*
