

COMPLAINTS RESOLUTION POLICY



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

1. WHAT IS 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.

2. OUR COMPLAINTS RESOLUTION POLICY

2.1. INTRODUCTION:

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, the SAIA Code of Conduct and the TCF Complaints Handling Framework as published by the Financial Services Board.

2.2. WHAT ARE OUR OBLIGATIONS

We must ensure that:

- a. All complaints are submitted in writing by the complainant so as to ensure the correct understanding and handling of the complaint;
- b. Take steps to investigate and respond promptly to complaints;
- c. Address complaints from clients in a timely and fair manner;
- d. Record of such complaints be maintained for a period of 5 years;
- e. Should complaints not be resolved to the satisfaction of the client, to inform the client of his/her rights of appeal.

3. HOW TO ADDRESS YOUR CONCERNS

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.

4. WHAT WILL WE DO WITH THE FEEDBACK THAT YOU PROVIDED US WITH?

- a. We will acknowledge receipt of your concerns in writing;
- b. In the unlikely event that we may be experiencing internet problems, we kindly request that if you have not received our acknowledgment, within 24 hours, after you submitted 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. Although we shall endeavour to provide our formal feedback to you within 5 day all complaints received need to be thoroughly reviewed and therefore if the 5 days are not sufficient for us to do so we will provide feedback to you at least every 14 days.
- 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 information, assessment or investigation is required, agree with you on a reasonable timeframe not exceeding 42 days of receipt of the complaint.
- g. Where your complaint is resolved in your favour, we will ensure that a full and appropriate level of corrective action is offered to you without delay.
- h. Where your complaint is not resolved in your favour, then we will inform you of your rights in this regard, as well as provide you with the details of external dispute resolution entities that can be utilised by you.

5. SHOULD YOU NOT BE SATISFIED WITH DECISION

On notification of the outcome of your complaint, you have 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 the 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 you of the Name and Contact details of the person assigned to liaise with you in relation to the dispute;
- c. When a decision has been made, we 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.

6. YOUR RIGHTS SHOULD YOU BE DISSATISFIED WITH THE OUTCOME OF OUR 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. If your policy is underwritten by Guardrisk Insurance Company Limited and you are not satisfied please direct your complaint and all supporting documentation to the following party:
Guardrisk Insurance Company Limited:
 Telephone: (011) 726 8900
 Email: complaints@guardrisk.co.za
 Website: www.guardrisk.co.za
- b. Should you not be satisfied you may re-direct your complaint and all supporting documentation 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:

- We encourage you to 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 Registra 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 regulation;
- Separation of assets;
- Commission rates for intermediaries;
- Refer to the website as noted above for more details.

- **Limited Institution of legal action**

- After receipt of the repudiate or dispute the claim or the quantum of the claim, the complaint has six months which to investigate legal action

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,

A handwritten signature in black ink, appearing to be a stylized 'A' or similar character, enclosed within a large, loopy oval shape.

CIB Management

COMPLAINT FORM



Insured's Information

Insured's name: _____ Contact number: _____

Physical address: _____

Policy number: _____ I.D. number: _____

Broker: _____

Underwriting manager: _____

Complaint Information

Complaint date: _____ Received by: _____

Complainant name: _____ Contact number: _____

- Type of complaint:
- Service delivery
 - Delay in claims settlement
 - Lack of feedback
 - Claim rejection
 - Excess
 - Policy documentation
 - Cover
 - Other (please describe fully)

Please describe in as much detail as is necessary the reason/s for your complaint:

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*
