

## Complaints Resolution Process

IntegriSure Brokers have a responsibility towards you, our client, to provide you with a formal complaint management and resolution process if you feel we haven't lived up to your standards.

The purpose of this document is to make it easy for you to lodge your complaint in a formal and constructive manner.

To notify us of your complaint, get in touch with our contact center at **0860 055 055** or send an e-mail to [complaints@integrisure.co.za](mailto:complaints@integrisure.co.za). Please provide all relevant information to enable us to assist you.



## Information required



1 Your name, contact details and policy or claim number.



2 A detailed description of your complaint.



3 How you would prefer to receive future communications regarding your complaint.

## We will

- ✓ Acknowledge receipt of your complaint within 1 working day.
- ✓ Advise you if any additional information is required.
- ✓ Confirm by when we will provide you with feedback.
- ✓ Provide an outcome to the complaint within 14 working days, provided we have all the required information.

**In the event that a satisfactory outcome cannot be reached, you may request that the matter be escalated internally.**

If you are not satisfied with the outcome after the internal escalation, we will regard the complaint as being unsatisfactorily resolved and you can approach the office of the Ombud for Financial Services Providers or take other legal action. You may also approach the Internal Arbitrator of the insurer and then the Ombud in instances where we have not been able to arrive at a resolution within 6 (six) weeks after you have submitted your complaint. Refer to your cover and benefits schedule for contact details.

If you wish to refer the matter to the Ombud, you must do so within 6 (six) months from the date of the notice in which we inform you that we are unable to resolve your complaint. The Ombud will not adjudicate in matters exceeding a claim value of R800 000.