



## FAIS Complaints Policy and Procedures

Policy Control	
Version	9
Reviewed	01.06.2020
Implemented Date	2013
Review	To be reviewed June 2021

### Purpose of this document

We are a licensed Financial Service Provider with the authority to provide financial advice and intermediary services in terms of the Financial Advisory and Intermediary Services Act, 37 of 2002. ("FAIS"). Our formal complaints resolution policy and procedure follows below.

### Definition of a Complaint

A complaint can be defined as an event where you believe we or any of our Representatives provided financial advice or intermediary services and you feel:

- that we or our representatives did not comply with FAIS and that you suffered/ will suffer financial prejudice or damage as a result
- that we intentionally or negligently gave financial advice or rendered an intermediary service which caused you prejudice or damage or is likely to cause damage; or
- that we treated you unfairly

### Our Commitment to you

- Our Complaints Policy and Procedures will be made available to you on request
- We will attend to, and resolve any complaint timeously and fairly.
- All relevant staff will be trained regarding the resolution of complaints in accordance with the relevant provisions of FAIS.
- Records of all complaints will be kept for a minimum period of 5 years. Please note that this is a statutory recordkeeping requirement in terms of FAIS, and as such, all your personal information (as per the Protection of Personal Information Act – POPI) submitted will similarly be held for this period. The information will be made available to/ processed by our staff where required, as well as our compliance practice for audit purposes, the Regulator (FSCA) and any Ombud who has jurisdiction. It is our business practice to retain records indefinitely so that we can identify possible trends and avoid similar complaints going forward, therefore we will keep this information in accordance with our internal policies.
- Corrective measure will be taken to ensure that problems and shortcomings identified will not happen again

### Obligations of our Representatives

- Our Representatives must adhere to the requirements of FAIS at all times; and
- Our Representatives must ensure that all complaints received are forwarded to Stephanie Hugo (Representative).

### Procedure when submitting a complaint

All complaints must be in writing and can be sent by email to: [stephanie.hugo@insurecity.co.za](mailto:stephanie.hugo@insurecity.co.za)  
(This is the person responsible for resolving all FAIS complaints)

The following information must be provided for us to assist:

- Your name, surname and contact details;
- A complete description of your complaint;
- Details of where the transaction took place;





# INSURECITY

YOUR PROPERTY INSURANCE BROKER

- The name of the person who provided you with the financial service;
- The date on which the event occurred;
- All documentation relating to your complaint; and
- Method of preferred communication.

### Procedure when we have received your complaint

When we receive your complaint, we will:

- Acknowledge receipt, in writing, within 48 hours and add your complaint to our internal complaints register
- Your complaint will be allocated to an appropriate person for further investigation
- We may ask for additional information if needed;
- We will investigate, attempt to resolve and respond within 21 days of receiving your complaint, or after receiving any additional information we require;
- If we require further time to investigate the complaint, this will be communicated to you in writing
- We will let you have our response in writing with full reasons. Please note that certain decisions may have to be approved by the Managing Body of the organisation. In such a case, we will communicate that fact to you, as well as the date on which a decision will be taken.
- In the event of us not being able to resolve the complaint or if you are not satisfied with our response, the complaint may be pursued, within a six (6) month's period, with the FAIS Ombud, or any other Ombud who has jurisdiction, contact details below. Alternatively, you may approach your own legal counsel.

**NOTE: We are required to be provided with a six-week period within which to resolve any complaint, before the FAIS Ombud will have jurisdiction**

### Ombud complaints

- The FAIS Ombud will not adjudicate in matters in excess of R800 000
- If you already instituted action in a court of law in respect of this complaint the Ombud will not consider the complaint
- If the complaint was not resolved through conciliated settlement, the Ombud may make a determination which has the same legal status of a civil court judgement.
- An award of costs may be made against the person complained against.
- An award of costs may be made against a complainant if the conduct of the complainant was improper or unreasonable, or if the complainant caused an unreasonable delay in the finalisation of the investigation

The FAIS Ombud Information:

Postal Address: P.O. Box 74571, Lynwood Ridge, 0040  
Telephone No: +27 12 470 9080  
Fax: +27 12 348 3447  
E-mail: [info@faisombud.co.za](mailto:info@faisombud.co.za)  
Website: [www.faisombud.co.za](http://www.faisombud.co.za)

Short Term Ombud Information

Tel: 011 726-8900  
Fax: 011 726-5501  
E-mail: [info@osti.co.za](mailto:info@osti.co.za)

In the event of us not reverting to you within the time periods indicated above, kindly contact Louis Steyn, [Louis.steyn@insurecity.co.za](mailto:Louis.steyn@insurecity.co.za), for an explanation as to why we have not yet communicated with you. Please do not accept any communication from any person until it has been confirmed in writing.

Insure City Insurance Brokers (Pty) Ltd

Tel +27(0)12 426 3400 | Fax +27(0) 86 683 7655 | 2<sup>nd</sup> Floor MidCity Corner, 500 Jorissen Street, Sunnyside, Pretoria, 0132

Reg. No. : 1988/001942/07 | An Authorised Financial Service Provider | FSP Reg. No. : 4629

Board of Directors: DJ de Villiers, M Alberts, JJ Croukamp, JA Basson

