

COMPLAINTS PROCEDURE

You need to ensure that your complaint is submitted to the Compliance Department in writing and it can be sent by email to: **complaints@efinsure.co.za**

The following information must be provided to enable us to assist you:

- + Your name, surname and contact details;
- + A complete description of your complaint;
- + Details of where the transaction / event / subject of your complaint took place;
- + 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;
- + Your desired outcome must be indicated; and
- + The method of your preferred communication.

Our procedure

Your complaint will be handled as follows:

- + We will acknowledge receipt, in writing, within two business days of receipt and add your complaint to our internal complaints register.
- + Your complaint will be allocated to our Compliance Administrator, Zaiby Patel for initial investigation.
- + We may ask for additional information if needed.
- + Your complaint and all information relating thereto will ultimately be submitted to our Key Individual, Paul Rushforth, for final consideration and assessment.
- + 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.
- + Once the investigation is complete, we will provide you with our final assessment in writing giving full reasons for our finding. 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 referred, within a six (6) month period, to the FAIS Ombud, or any other Ombud who has jurisdiction, contact details below. Alternatively, you may consider alternative remedies after discussion with your own legal counsel.
- + This procedure will be reviewed on an annual basis to ensure that service delivery to you, our client, remains acceptable and of a high standard.

PLEASE NOTE: *We are legally obliged to consider, assess and resolve your complaint within a six-week period. The Ombud will only consider your complaint after this internal resolution process has been exhausted.*

FAIS Ombud Rules

Should your complaint be referred to the Ombud, the following will apply:

- + The FAIS Ombud will not adjudicate in matters where the claim is in excess of R800 000.
- + If you have 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 as a civil court judgement.
- + An award of cost 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

t: 012 762 5000/012 470 9080

e: info@faisombud.co.za

www.faisombud.co.za

National Financial Ombud Scheme (NFO)

t: 021 657 5000

Share call: 0860 800 900

e: info@nfosa.co.za

www.nfosa.co.za

In the event of us not reverting to you within the time periods indicated above, kindly contact Zaiby Patel on zaiby@efinsure.co.za or **011 502 8800** for an explanation as to why we have not yet communicated with you.

If you are not satisfied with the outcome of the complaint, you may refer the complaint to the Managing Director of Efficient Insure, Rowan Lyle on rowan@efinsure.co.za or **011 502 8800**

Your complaint is important to us as it assists us to improve our communication, internal processes and/or quality of service.