



THEBROKERAGE (Pty) Ltd

At The Brokerage (Pty) Limited
P O Box 21232, Helderkruin, 1733
Phone: 011 475 5048

Reg No: 2001/005643/07
Vat No: 4160151348
FSP Licence No: 4542

COMPLAINTS PROCEDURE

At The Brokerage Pty Ltd strives to administer professional and transparent services to all clients / underwriters / 3rd parties and suppliers – (herein after referred to as the 'Complainant'). Your feedback allows us to improve our service and processes and gives us the chance to change a bad experience into a positive one.

Procedure to follow when submitting a complaint:

Your complaint must be in writing, via email to leon@thebrokerage.co.za and should include the following information from the complainant:

- Name and surname of the policy holder, policy number, claim number and identity number of the insured.
- Be specific about the complaint and provide all the important facts relating to the complaint.
- Provide copies of all documents that pertain to the complaint (i.e. phone number, date of call, whom you spoke with, what was said, etc.)
- Specify a solution or remedial action you believe is required to resolve your complaint.

Complaint Process

All complaints will be acknowledged in writing via email.

- The complaint will be allocated to the appropriate area for resolution and an acknowledgement of receipt will be issued with 2 business days. Please note that delivery of emails may not be guaranteed. If a receipt of acknowledgement is not received within 3 business days, kindly contact At The Brokerage directly to follow up on the matter.
- Where a complaint cannot be addressed within 5 business days of receipt, you will be informed accordingly.
- You will be notified of the outcome of your complaint within 10 business days.
- Should you not be satisfied with the complaint outcome after the 10 business days and wish to pursue the matter further, you may lodge a complaint with the Ombudsman for short-term Insurance.

The contact details for the Ombudsman for short-term Insurance are as follows:

Postal : Box 32334, Braamfontein, 2017
Facsimile : (011) 726-5501

Telephone : (011) 726-8900 / 0860 726 890
Email : info@osti.co.za

Where complaints relate to a financial service rendered by At The Brokerage, or a representative of At The Brokerage, and where it is alleged that At The Brokerage or our representative:

- Has contravened or failed to comply with the provision of the FAIS Act and that as a result thereof the complainant has suffered or is likely to suffer financial prejudice or damage; or
- Has willfully or negligently rendered a financial service to the complainant which has, or which is likely to, cause prejudice or damage to the complainant; or
- Has treated the complainant unfairly; and does not constitute a monetary claim in excess of R800 000 unless At The Brokerage has agreed in writing to this limitation being exceeded, or the complainant has abandoned the amount in excess of R800 000; then
- The complaint may be referred to the FAIS Ombudsman; and the complainant should refer the matter to the FAIS Ombudsman within six months of receipt of At The Brokerage's notification; and produce to the Ombudsman, At The Brokerage's final response as well as the complainant's reasons for disagreeing with such final response.

The contact details for the FAIS Ombudsman are as follows:

Customer Contact Division, The FAIS Ombudsman, Sussex office park, ground floor block B, Lynnwood Road, 0081 Postal Box 74571, Lynnwood Ridge, 0040 Telephone : (012) 762-5000 (012) 470-9080 Facsimile : 0867641422 Email: info@faisombud.co.za