

COMPLAINTS HANDLING POLICY AND PROCEDURES

OBJECTIVE OF THE POLICY:

We are committed to being responsive to the needs and concerns of our customers and to resolving complaints as quickly as possible. This policy has been designed to provide guidance to both our customers and staff on the manner in which we receive and manage complaints.

We are committed to being consistent, fair and impartial when handling of complaints, your feedback is important to us, and we appreciate the fact that you are prepared to use your time to tell us where you believe we can improve.

1 SUBMITTING A COMPLAINT

Complaint should be in writing in order for a complaint to receive the attention that it deserves, and we request that your complaint is submitted either via email or by hand, alternatively you can use the 'contact us' option on our website www.welshfin.co.za

We want to address your complaint as quickly and completely as possible, with this in mind it will be helpful for you to give us detailed information and any supporting documentation.

- Provide: Full Name, Surname and Address Details and Policy Number, Claim Number or ID number
- Be specific about the complaint and provide all the important facts (including events)
- Provide copies of all documents that have relevance to the complaint (i.e. letters, quotations, previous correspondence etc).
- Provide proof of any losses suffered where applicable.
- Let us know what outcome you are seeking or what remedial action you believe is required to resolve your complaint
- See the end of this document for our Complaint Form Template

All complaints should be addressed to:

info@welshfin.co.za

Attention: COMPLAINTS MANAGEMENT

2 COMPLAINT RECEIPT AND HANDLING

We are committed to resolving issues at the first point of contact wherever possible, however this will not be possible in all circumstances, in which case a more formal complaints process will be followed. In all circumstances, we will attend to your complaint as quickly as possible

3 COMPLAINT CATEGORISATION

Complaints will be categorised according to whether it's nature, e.g. service, product related, features, performance, advice given etc. The impact of the complaint is measured according to the following TCF Outcomes:

TCF Outcome 1	These are complaints that relate more commonly to staff handling, treatment, interaction and professionalism
TCF Outcome 2	These are complaints relating to the design of a product or service . The categories which affect TCF outcome 2 would be product features and charges
TCF Outcome 3	These complaints relate to unsuitable , or inaccurate , misleading , confusing or unclear information
TCF Outcome 4	These are complaints which relate to the advice given to a customer by an advisor which was misleading, inappropriate and/or tainted with conflicts of interest which was not disclosed. Inappropriate advice given as a result of lack of knowledge, skill or experience on the part of the advisor of the product or service being rendered, would also be included here. The failure to conduct a needs analysis and to consider the customers financial position, goals or life stage would also amount to a contravention of suitable advice requirements and any complaint in association herewith would fall into this category.
TCF Outcome 5	Complaints in this category pertain to product performance and service related issues . This would include complaints relating to customer's disappointment with limitations in a product or service performance of which they were unaware as well as the inability of to meet a customer's expectations. Complaints related to a product supplier's exercise of a right to terminate a product or amend its terms, would also be included in this category.
TCF Outcome 6	These complaints relate to product accessibility , changes or switches , complaints relating to complaints handling and complaints relating to claims would be categorised here.

4 RECORDING OF COMPLAINTS AND PERSONAL INFORMATION

When taking a complaint, we will record personal information and all details of the complaint including the facts and the cause/s, the outcome and any actions taken following the investigation. We will also record dates relating to receipt and to resolution of the complaint.

This personal information is recorded solely for the purposes of addressing the complaint, and all personal details will actively be protected from disclosure. Where a third party is involved, we will speak with them and where necessary, share information solely for the purpose of fully investigating the complaint.

Personal information recorded will be protected in accordance with relevant privacy of personal information legislation.

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ESCALATION OPTIONS

We appreciate that despite our best efforts it is possible that complainants may not be satisfied with the outcome or the way the complaint was managed, if this happens;

- **Let us know**

If you feel we have been unreasonable or unfair in anyway, please let us know. Simply submit an email to info@welshfin.co.za requesting your complaint be escalated. The complaint will then be submitted to company management and our external compliance officer for further review and you will receive feedback within 5 working days

- **Take the matter to the relevant ombudsman or adjudicator**

If you think it's necessary, you can take your concerns to the relevant ombudsman or adjudicator. They are independent bodies set up to review and resolve matters.

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CONTACT INFORMATION

Our Contact Details:

Telephone	011 845 3839	Address:	143 Newlands Avenue
Fax:	011 845		Benoni, Gauteng, 1501
Email:	info@welshfin.co.za	Website:	www.welshfin.co.za

Pension Fund Adjudicator:

Telephone	012 346 1738 / 0860 103 236
Fax:	086 693 7472
Email:	enquiries@pfa.org.za
Website:	www.pfa.org.za

FAIS Ombudsman:

Telephone	012 762 5000 / 012 470 9080
Fax:	086 764 1422
Email:	info@faisombud.co.za
Website:	www.faisombud.co.za

Long-Term Insurance Ombudsman:

Telephone	012 657 5000 / 0860 103 236
Fax:	012 674 0951
Email:	info@ombud.co.za
Website:	www.ombud.co.za

Short-Term Ombudsman:

Telephone	011 726 8900
Fax:	011 726 5501
Email:	info@osti.co.za
Website:	www.osti.co.za

COMPLAINT TEMPLATE

PERSONAL DETAILS		
Date		
Full Name(s)		
Surname		
ID Number		
Contact Details	Telephone number	
	Alternate number	
	Email Address	

POLICY INFORMATION	
Insurer	
Policy Number	

COMPLAINT DETAILS
What does the complaint relate to? (claim / policy / coverage etc)
Tell us about your complaint (please give as much details as possible)
Your preferred outcome?
Please attach any relevant documentation relating to you complaint

NOTE: No information will be divulged to a third party who does not have the proper authority to act on a complainant's behalf.

INTERNAL OFFICE USE	
Received by	
Received date	
Allocated to	
Confirmed receipt	