



Complaints Policy

*Ibiliti Underwriting Managers (Pty) Ltd - Reg No: 2011/004766/07
A registered financial services provider (FSP 43404). >>*



Complaint

“Complaint” means an expression of dissatisfaction by a complainant, relating to a product or service provided or offered by a financial institution, or to an agreement with the financial institution in respect of its products or services and indicating that -

- a. The financial institution or its service provider has contravened or failed to comply with an agreement, a law, a rule, or a code of conduct which is binding on the financial institution or to which it subscribes;
- b. The financial institution or its service provider’s maladministration or wilful or negligent action or failure to act, has caused the complainant harm, prejudice, distress or substantial inconvenience; or
- c. The financial institution or its service provider has treated the complainant unfairly and regardless of whether such an expression of dissatisfaction is submitted together with or in relation to a customer query.

Complaints register

Ibiliti Underwriting Managers has a written complaints resolution policy and procedure of which all employees have intimate knowledge of. This policy clearly illustrates Ibiliti Underwriting Managers commitment to complaint resolution.

The complaints resolution policy and procedure must be transparent, thus ensuring that the client has full knowledge of the procedure for the resolution of their complaints. The client will have easy access to its complaints procedures at our office, postal, fax telephone or electronic helpdesk support.

All complaints relating to Ibiliti Underwriting Managers will be kept in the complaints register into which every complaint is entered, and must contain:

- Client name
- When the complaint was received
- Reason for complaint
- How and when the complaint was resolved
- Or, reasons why the complaint was not resolved and the management committee’s intended action
- All correspondence of the complaint must be kept for 5 years
- Records and reasons of non-compliance must also be kept

Complaints Procedure consists of:

1. Written Complaint needed:

Immediately inform the client that complaint must be lodged in writing, contain all relevant information and copies of relevant documentation.

2. Acknowledge within 24 Hrs:

Ibiliti Underwriting Managers must respond within 24 hours of acknowledging receipt of the written complaint.

3. Investigate Facts:

Upon receipt of the written complaint, the designated employees of Ibiliti Underwriting Managers must immediately begin an investigation into the complaint and collect all the applicable facts necessary for them to assess the complaint objectively, considering the client, company, and staff involved.

4. Elevate if Need be:

All complaints of a routine nature are to be handled by the relevant staff dedicated to the process, if needed and the complaint is of a non-routine serious nature it must be elevated to the relevant personnel trained to deal with it.

5. Make Decision:

Upon collection of the facts, the complaint must be assessed by the management committee and a decision made as to the resolution, without undue delay.

6. Initiate Procedures:

Avoid recurrence of similar problems by initiating necessary procedures at this point to eliminate or mitigate conflict.

7. Inform Client:

The client must be informed in writing of the proposed resolution

8. Act on resolution:

Upon agreement of this resolution from the client (must be received in writing), the resolution can then be acted upon.

9. Dissatisfied Client:

If the client is dissatisfied with the resolution they must be informed in writing that they may contact the Ombud within 6 months at the following address:

Customer Contact Division	0860FAISOM (0860324766)
Telephone	+27 12 470 9080
Facsimile	+ 27 12 348 3447
E-mail address	info@faisombud.co.za
Website	www.faisombud.co.za
Postal Address	FAIS Ombud, P.O.Box 74571, Eastwood Office Park, 0040
Physical Address	Celtis House, Lynnwood Ridge (From the FAIS Ombud web page: http://www.faisombud.co.za/)

10. Follow up

The allocated staff member must follow up the complaint between one week and one month (situation dependent after resolution to ensure the resolution was carried out sufficiently and the client is no longer aggrieved.

11. Client Redress

In any case, where a complaint is resolved in favour of a client, Ibiliti Underwriting Managers must ensure that a full and appropriate level of redress is offered to the client without any delay.

12. Record keeping of correspondence

All correspondence of the complaint must be kept for 5 years. Records and reasons of non-compliance must also be kept

Basic principles of systems and procedures

Ibiliti Underwriting Managers must maintain an internal complaint resolution system and procedures based on the following:

1. **Maintenance of a comprehensive complaints policy outlining** Ibiliti Underwriting Managers' system, procedures, and commitment to an internal resolution of complaints (this must be compiled in written format and amendments made in writing);
2. **Transparency and visibility:** ensuring that clients have full knowledge of the procedures for resolution of their complaints;
3. **Accessibility of facilities:** ensuring the existence of easy access to such procedures at any office or branch of the provider open to clients, or through ancillary postal, fax, telephone or electronic helpdesk support; and
4. **Fairness:** ensuring that a resolution of a complaint can during and by means of the resolution process be affected which is fair to both clients and the provider and its staff.

Staff Training in terms of Complaints

All members of staff that deal with complaints and management individuals that review these need to be sufficiently educated to fully understand the relevant acts in order to formulate resolutions to the relevant complaints and establish adequate procedures to avoid future occurrences.

Management committee needs to review complaints register at monthly meetings and formulate procedures to ensure there are no further occurrences of issues that could give rise to additional complaints or that could otherwise be avoided.