



# **B3 INSURANCE BROKERS (PTY) LTD**

## **COMPLAINTS MANAGEMENT POLICY AND PROCEDURE**

### **1. SCOPE**

1.1. The General Code of Conduct for Authorised Financial Services Providers and Representatives (“**The Code**”) issued under the Financial Advisory and Intermediary Services Act, 2000 (Act 37 of 2002) (“**FAIS**”), requires financial service providers to maintain an internal complaints resolution system and procedures based on the following:

- 1.1.1. maintenance of a comprehensive complaints policy outlining the provider’s commitment to, and system and procedures for, internal resolution of complaints;
- 1.1.2. transparency and visibility: ensuring that clients have full knowledge of the procedures for resolution of their complaints;
- 1.1.3. 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;
- 1.1.4. classification and analysis of complaints and corrective actions implemented;
- 1.1.5. fairness: ensuring that a resolution of a complaint can during and by means of the resolution process be effected which is fair to both clients and the provider and its staff;

1.2. This Policy concerns all clients and prospective clients of B3.

### **2. PURPOSE**

This purpose of this policy is to document this complaints resolution system and procedures, and to assist staff with effectively facilitate complaints management and following the correct procedures when a complaint is received.



### **3. BACKGROUND**

#### **3.1. Types of complaints**

- 3.1.1. Complaints dealt with by FAIS traditionally related to a financial service rendered by a financial services provider or representative, and in which complaint it is alleged that the provider or representative:
  - 3.1.1.1. has contravened or failed to comply with a provision of this Act and that as a result thereof the complainant has suffered or is likely to suffer financial prejudice or damage;
  - 3.1.1.2. has wilfully or negligently rendered a financial service to the complainant which has caused prejudice or damage to the complainant, or which is likely to result in such prejudice or damage; or
  - 3.1.1.3. has treated the complainant unfairly.

### **4. Policy**

Policy Statement B3 is dedicated to ensuring that all complaints received are resolved as quickly as possible in a fair and equitable manner.

### **5. How to lodge a complaint**

- 5.1. Please lodge your complaint in writing to our Complaints Department on:

Email: [complaints@b3insurance.co.za](mailto:complaints@b3insurance.co.za)

Telephone: +27 (0) 11 747 5400

Post Address: 1 Main Reef Road, Benoni, 1501

- 5.2. The complaint should contain sufficient details including:

- 5.2.1. the client details and the policy, account or member numbers that relate to the complaint.
- 5.2.2. specific details about the nature of the complaint e.g., facts, dates and supporting documentation (i.e., letters, quotations, previous correspondence etc.) to enable us to deal with the complaint quickly and fairly.
- 5.2.3. proof of any losses sustained.



5.2.4. the solution/remedial action you believe is required to resolve the complaint.

### 5.3. Complaints resolution

5.3.1. We will acknowledge receipt of the complaint in writing as soon as possible after receiving the complaint.

5.3.2. We will also investigate the complaint to ascertain whether the complaint can be resolved immediately.

5.3.3. If the complaint can be resolved immediately, we will take the necessary action and advise accordingly.

5.3.4. If the complaint cannot be resolved immediately, we will send you a written summary of the steps to be taken to resolve the matter and the expected date of resolution.

5.3.5. The complaint will be investigated, and we will revert with our findings within three working days.

5.3.6. In the event that you are not satisfied with our solution, you may refer the complaint to our Compliance Office, for the attention of Ms Salaphi Shongwe or Mr. Mohanoe Motloun (Key Individual) who may amend the solution or confirm it.

5.3.7. After the complaint has been referred to Ms Salaphi Shongwe or Mr. Mohanoe Motloun, and you are still not satisfied with the outcome, we will regard the complaint as being unsatisfactorily resolved. You may under such circumstances approach the office of the Ombud for Financial Services Providers or take such other steps as may be advised by your legal representatives.

## 6. Unresolved complaints

6.1. In instances where we have not been able to arrive at a resolution within six weeks after you have lodged your complaint to us, the matter may automatically be referred to the Ombud. Such a matter must be referred to the Ombud within a period of six months.

6.2. The Ombud will not adjudicate in matters exceeding a value of **Three million five hundred thousand rand** (R 3.5 million).



6.3. The Ombud for Financial

Services Providers may be

contacted as follows:

Telephone: +27 12 762 5000 / +27 12 470 9080

Facsimile: +27 86 764 1422 / +27 12 348 3447

E-mail Address: [info@faisombud.co.za](mailto:info@faisombud.co.za)

Website: [www.faisombud.co.za](http://www.faisombud.co.za)

Physical Address: Sussex Office Park, Ground Floor, Block B, 473 Lynnwood Road  
Cnr Lynnwood Road & Sussex Ave, Lynnwood, 0081

## 7. Record keeping

We will keep a record of all correspondences relating to the complaint and maintain a full record of each complaint received for a period 5 years as prescribed by relevant legislation.

## 8. Procedures

### 8.1. Complaints resolution

8.1.1. If the complaint is not in writing, sufficient information will be obtained verbally from the client to be submitted on the client's behalf. We will revert in writing for them to confirm the contents of the complaint lodged verbally.

8.1.2. Complainants must report the complaint to the Complaints Manager / Accountant / Key Individual within the Company, and they must immediately:

8.1.2.1. acknowledge receipt of the complaint

8.1.2.2. determine if the complaint can be resolved immediately.

8.1.2.3. capture the complaint in the Complaints Register

8.1.3. Thereafter the Complaints Manager / Accountant / Key Individual will:

8.1.3.1. investigate the complaint further;

8.1.3.2. resolve the complaint immediately or take the necessary action and advise the client of steps taken and expected date of resolution;



8.1.3.3. revert within 3-5 working days; and

8.1.3.4. update the complaints register with all developments / activities.

8.1.4. After 3 weeks the client will be informed in writing of the resolution of the complaint and the outcome, or of the progress if the complaint requires further investigation.

8.1.5. The client must be notified of the final outcome by no later than 6 weeks since the complaint was received. If the complaint cannot be resolved / is not resolved to the client's satisfaction, we will advise the client of their right to lodge the complaint to the FAIS Ombud. The Ombud's contact details must be provided and the client must be informed that they have a limited period of 6 months to lodge the complaint with the Ombud.