



## **COMPLAINTS PROCEDURE COMMUNICATION TO BROKERS AND CLIENTS**

Our company is an authorised Financial Services Provider, and as such we have certain specific duties towards you – our valued client. One of these duties is the establishment of a formal complaint management and resolution framework, which will enable you to exercise your rights as provided for in the Financial Advisory and Intermediary Services Act.

Frontline Underwriting Managers (Pty) Ltd is committed to treating our Policyholders and Service Providers with respect. We acknowledge the importance of good, solid and healthy business relationships and with this in mind, we have created the following complaint and resolution procedure.

### **COMPLAINT MUST BE RELEVANT**

In terms of the FAIS Act, a “complaint” means, a specific complaint relating to a financial service rendered by a financial services provider or representative to the complainant on or after the date of commencement of this Act, and in which complaint it is alleged that the provider or representative -

- 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;
- 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
- has treated the complainant unfairly;

### **OPTIONS AVAILABLE TO YOU:**

#### **Contact your Broker**

Generally, most issues can be resolved promptly with a simple explanation. Contact your independent insurance broker first to discuss your concerns.

#### **Contact Frontline Customer Care**

If you feel that your broker has not adequately addressed your concerns, contact Frontline Customer Care by sending your complaint in writing to email address

customercare@frontlineum.co.za or alternatively complete the Contact Us Form via our website.

Upon receipt of your complaint, a file will be opened and logged into a Complaints Register. If your complaint is incomplete or we require further information from you, we will contact you. Please ensure that you are assigned a complaints reference number (CLAIM NUMBER/POLICY NUMBER).

**Remember: NO REFERENCE NUMBER = NO ACTION**

The financial services environment is complex. We will endeavour to address all reasonable requests from our clients, but may also refer you to a more appropriate facility. Where the complaint relates to any aspect of our service, or any disclosures that ought to be made by us, we will endeavour to address those complaints in writing, within **3 (three) working days**.

In instances where the complaint relates to any matter that is not within our control, such as product information, we will forward the complaint to the product supplier concerned. Please be advised that we reserve the right to recover costs or damages that we may suffer as a result of clients making frivolous, vexatious or unreasonable claims.

If a complaint cannot be resolved within three (3) business days, we will advise you of the progress thus far or may request further information, should this be necessary.

Should your complaint remain unresolved, to your satisfaction, after a further three (3) business days, it will be escalated to Frontline's National Management.

If you are still not satisfied with the outcome of your complaint as per the decision of Frontline National Manager/s, we will escalate the complaint to our Board of Directors (Managing Director).

## **PROCEDURE**

Our internal complaints resolution process is intended to provide for fair and effective resolution of complaints. The time periods set out in this procedure will be adhered to as strictly as possible but may be varied, if necessary. The following step by step guideline sets out the procedures we will adopt and demonstrates how a complaint will be dealt with, once received by us:

- Your complaint and all communications in connection with your complaint must be in writing. All verbal communications made in connection with the complaint must be confirmed in writing within **3 (three) days working days** of the communication.
- Please indicate the following information:
  - Your name, surname and contact details;
  - A complete description of your complaint and the date on which the financial service which led to your complaint was rendered;

- The name of the person who rendered the intermediary service that led to your complaint; and
  - How you would prefer to receive future communications regarding your complaint (i.e. via e-mail or post).
- The complaint will be entered into our Complaints Register on the same day that it is made and written confirmation of receipt will be forwarded to you. We will keep record of the complaint, and maintain such record for **5 (five) years** as required by legislation. Please take into consideration that the method of communication chosen by you will determine how quickly we will respond to your complaint.
  - The complaint will immediately be brought to the attention of the Senior Manager in charge of the relevant department for allocation to a trained and skilled person who is able to properly respond to your complaint (i.e. the Complaint Dispute Facilitator).
  - The complaint will be investigated and we will revert to you with our findings **within 3 (three) working days** from the date of receipt of the complaint. In all instances we will advise you of the reasons for our decisions.
  - If you are not satisfied with our solution, you may refer the complaint to the Managing Director of our Business. The Managing Director may amend the solution or confirm it. Please be informed that certain decisions may have to be approved by the management committee of the FSP. In such a case we will communicate that fact to you, as well as the date on which a decision relating to your complaint will be taken.
  - If, after having referred the complaint to the Managing Director, you are still not satisfied with the outcome, we will regard the complaint as being unsatisfactorily resolved. In such a case, you may approach the office of the Ombud for Financial Services Providers (For Short Term Insurance, the OMBUDSMAN for Short-term Insurance (OSTI) refers as per below) or take such other steps as may be advised by your legal representatives.
  - The Ombud is appointed by the Financial Services Conduct Authority (the “FSCA”) to act as an adjudicator in disputes between clients and financial services providers. The referral to the offices of the Ombud must be done in accordance with the provisions of Section 27 of the Financial Advisory and Intermediary Services Act 2002 and the rules promulgated in terms of that section.
  - In instances where we have not been able to arrive at a resolution **within 6 (six) weeks** after you have submitted your complaint, you may refer the matter to the Ombud. The Ombud acts independently and objectively and has jurisdiction in respect of complaints relating to advice or intermediary services, which has arisen after 15 November 2002.
  - You must, if you wish to refer the matter to the Ombud, do so **within 6 (six) months** from the date of the notice in which we inform you that we are unable to resolve your complaint to your satisfaction.

The OSTI has jurisdiction to deal with any Short Term Insurance matter where:

- The Insurer is a member of OSTI and
- Our jurisdiction to consider complaints from policyholders is as follows:

#### **Personal Lines Complaints**

General complaints relating to all types of cover, except for Home Owners: **R5 million**

Complaints arising from Home Owners or Buildings Cover: **R10 million**

#### **Commercial Lines Complaints**

The annual turnover limit for a juristic person referring a commercial complaint to OSTI has been increased from R25 million to **R35 million**.

The same quantum limits applying to personal lines complaints will apply to commercial complaints. In other words, for commercial complaints relating to all types of cover, other than buildings cover, the limit is **R5 million**.

For commercial complaints relating to Buildings Cover, the limit is **R10 million**.

#### **UNLESS,**

- The complaint is already being handled by an attorney, except where the attorney is helping you to lodge a complaint to OSTI;
- The subject matter of the complaint is already part of litigation in court or arbitration;
- The complaint is about one of the following types of insurance cover:
  - Accounts receivable
  - Aviation
  - Construction guarantees
  - Crop insurance (including stock put through cover)
  - Deterioration of stock
  - Engineering
  - Fidelity claims
  - Loss of profits
  - Machinery breakdown
  - Marine
  - Third party, computer and funds transfer theft
  - Third party claims (except for third party claims where the policyholder has not been indemnified) including but not limited to –
    - Motor third party liability;
    - Contractor’s liability;
    - Directors’ and officers’ liability;
    - Employer’s liability;
    - Employment practises liability;
    - Public liability.

The contact details for these regulatory bodies are as follows:

### **OMBUDSMAN FOR SHORT TERM INSURANCE**

<b>PHYSICAL ADDRESS</b>	110 Oxford Road Houghton Estate Johannesburg 2198
<b>POSTAL ADDRESS</b>	PO Box 32334, Braamfontein, 2017
<b>TELEPHONE NUMBER</b>	+27 (011) 726 8900 or Sharecall 0860 726 890
<b>FACSIMILE NUMBER</b>	+27 (011) 726 5501
<b>EMAIL ADDRESS</b>	info@osti.co.za
<b>WEBSITE</b>	www.osti.co.za

### **FAIS OMBUDSMAN**

<b>PHYSICAL ADDRESS</b>	125 Dallas Avenue Menlyn Central Waterkloof Glen Pretoria, 0010
<b>POSTAL ADDRESS</b>	PO Box 41, Menlyn Park, 0063
<b>TELEPHONE NUMBER</b>	+27 (012) 762 5000 or Sharecall 0860 663 274
<b>EMAIL ADDRESS</b>	info@faisombud.co.za
<b>WEBSITE</b>	www.faisombud.co.za