



NEW NATIONAL ASSURANCE COMPLAINTS RESOLUTION POLICY

Last updated 2013

COMPLAINTS RESOLUTION POLICY

- 1) In order for your complaint to receive our attention, kindly submit your complaint to us in writing together with your name, policy number, claim number and motivation to enable us to assist you efficiently.
- 2) On receipt of your complaint we will, within 3 working days, acknowledge receipt of your complaint together with the name and contact details of the person handling your complaint.
- 3) That person will attempt to identify all issues and if necessary raise additional questions to be able to assist you.
- 4) Your complaint will be handled in a fair, transparent and friendly manner.
- 5) The responsible employee will keep you informed of progress on your complaint on a regular basis i.e. at least every 5 days.
- 6) We will attempt to resolve your complaint within 10 working days provided we have all the relevant information to assist you.
- 7) We will inform you in writing giving you reasons for our decision.
- 8) Should you be unhappy with the outcome of your complaint, your matter will be handed to a senior employee of the company, who has the appropriate knowledge to review your complaint.

- 9) If within 6 weeks of receipt of your complaint we have been unable to resolve the matter to your satisfaction, you may refer the matter to the office of the Ombudsman –
P.O. Box 30619
Braamfontein
2017
Tel: 011 – 3396525
Fax: 011-3397065
- 10) The referral to the office of the Ombudsman must be done in accordance with the provisions of Section 21 of the FAIS Act.