

# CLIENT COMPLAINT PROCEDURE

## 1. OBJECTIVE

Platinum Life is committed to deliver service of the highest quality. We undertake to deliver all services in line with our mission statement and to treat our clients fairly. Platinum Life endeavors to speedily resolve all complaints and to treat all complainants with respect.

## 2. HOW TO SUBMIT YOUR COMPLAINT

If you have any query or complaint about your policy or are in any way unhappy with the service that you have received, please contact:

2.1. Platinum Life (Your Administrator) at 0860 542 542

Your complaint can also be emailed to:

[info@platinumlife.co.za](mailto:info@platinumlife.co.za)

Please include the following information in your email:

- Name
- Surname
- Cell phone number
- Details of your complaint or enquiry
- Policy number / reference number

2.2. All our client care personnel are representatives in terms of the FAIS Act and are duly qualified to handle general client queries and complaints.

2.3. In the event that your client care representative is unable to satisfactorily resolve your complaint, the complaint will be escalated to the Complaints Manager.

2.4. Should your complaint not be resolved by the Complaints Manager, you will be requested to re-submit your complaint in writing together with any required documentation which will then be referred to the Complaints Adjudicator.

2.5. Platinum Life will acknowledge receipt of your submission to the Complaints Adjudicator and will provide you with the contact details of the Key Individual who will be involved with the investigation and resolution of the complaint.

- 2.6. The Complaints Adjudicator will inform you of the outcome of his or her adjudication as soon as is reasonably possible and within a period not exceeding six (6) weeks from date of receipt of your written submission.
- 2.7. If, in your view, your complaint was not satisfactorily resolved by the Complaints Adjudicator, you may then contact the insurer, Guardrisk Life, on 011 669 1000.
- 2.8. Should your complaint not be resolved to your satisfaction by the insurer, you will be informed of your rights in terms of the relevant FAIS legislation or any other applicable legislation. You will then be provided with a written report regarding the investigation and the outcome thereof as well as the contact details of the Ombud for Financial Services Providers (FAIS Ombud) including the physical address, postal address, contact numbers, fax numbers and email addresses. You will have 6 months to lodge a complaint with the FAIS Ombud from the date of notification from us regarding the outcome of the complaint.