



Complaints handling procedure



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Unhappy with our service or products?

Please tell us. Your feedback is very important to us. We take your complaints seriously and commit to attend to them as quickly as possible.

What to do

If you're unhappy with any aspect of our service or products, please let us know as soon as possible through one of the following channels:



Log your complaint online
www.alexforbes.com/za/en



Email us
contactus@alexforbes.com



Call us during office hours
0860 000 279 or 011 669 7026
You can also contact your consultant



Come see us
Visit any of our branches and talk to one of our service consultants.

Find your nearest branch and opening hours on www.alexforbes.com/za/en/contactus/branches or call us to find a branch near you.



Fax us
011 263 0555



Mail us
Send a letter by post to:

Complaints Office
PO Box 787240
Sandton
2146

What to include in your complaint

Please provide us with all the relevant information so that we can address your complaint as quickly as possible. These are the type of details we need to know:

- Your full name and contact details (telephone numbers and email address). Please indicate whether you would prefer us to call you back or email you when we respond to your complaint.
- Your investment number, member number, policy number or identity number and fund or employer name (where relevant). This information helps us make sure we are accessing the right person's records.
- Details about your complaint.
- Who you have dealt with and when, if you have this information.
- What you would like us to do to make things right for you.
- Your permission for us to use all the information you have given us to resolve your complaint.

What we will do

- We will attend to your complaint as quickly and fairly as possible. If we find that it isn't a simple issue, we will keep you updated while we work on it.
- We will let you know who your complaint contact person will be within one working day of receiving your complaint, we will let you know that we have received your complaint and who will be dealing with the matter.
- We will resolve your complaint Immediately if we can: Wherever possible, it is our aim to resolve your complaint immediately and give you feedback at the same time.

- Within four (4) working days: We will do our best to resolve it within four (4) working days, and give you feedback.
- Some complaints may be complex and involve many issues. In such cases, if we aren't able to resolve the complaint within four (4) working days, we will keep you regularly updated so that you know exactly what progress has been made.

We will follow through on the complaint to its resolution.

If you're not happy with the way your complaint has been handled

Despite our best efforts, it is possible that you may not be happy with our view on the matter or with the way we handled your complaint.

- **Let us know**
If you feel that you have been treated unfairly or not satisfied with the resolution of your complaint, please email complaintescalation@alexforbes.com and your complaint will be reviewed within 10 working days.
- **Speak to the relevant ombudsman or adjudicator**
If you are still dissatisfied with the outcome of the internal escalation and review process, you can take your concerns to the relevant ombudsman or adjudicator. These are independent bodies set up to resolve complaints between clients and financial services providers that haven't been able to resolve them effectively between themselves have given us to resolve your complaint.



For complaints about the way we handled your long-term insurance complaint, contact the Ombudsman for Long-term Insurance:

Telephone:	021 657 5000	Physical address:	3 rd Floor, Sunclare Building 21 Dreyer Street Claremont, Cape Town, 7700
Fax:	021 674 0951	Website:	www.ombud.co.za
Postal address:	Private Bag X45 Claremont, Cape Town, 7735		
Email:	info@ombud.co.za		

For complaints about the way we handled your advice-related complaint, contact the Ombud for Financial Service Providers (also known as the FAIS Ombud):

Telephone:	012 470 9080	Physical address:	Sussex Office Park, Ground Floor, Block B 473 Lynnwood Road Cnr Lynnwood Road and Sussex Avenue Lynnwood, 0081
Fax:	012 348 3447	Website:	www.faisombud.co.za
Postal address:	PO Box 74571 Lynnwood Ridge Pretoria 0040		
Email:	info@faisombud.co.za		

For complaints about the way we handled your pension fund complaint, contact the Pension Funds Adjudicator:

Telephone:	012 346 1738	Physical address:	4 th Floor Block A, Riverwalk Office Park 41 Matroosberg Road Ashlea Gardens, Pretoria, 0081
Fax:	086 693 7472	Website:	www.pfa.org.za
Postal address:	PO Box 580 Menlyn, Pretoria, 0063		
Email:	enquiries@pfa.org.za		

We will ensure that your personal information related to complaints is kept confidential

Alexforbes takes data protection seriously. We comply with legislation that protects data and personal information like the *Protection of Personal Information Act*.

We will keep clients' personal information to resolve their complaints and if we need to comply with any law that requires it. Once we no longer have a need or legal basis to keep clients' personal information we will delete it, or remove the personal information.

If you believe that we have not complied with data protection laws in handling your personal information, you undertake to resolve any concerns with Alexforbes. If you are not satisfied with the outcome of this process, you may lodge a complaint with the Information Regulator using the complaints email address:

Email: POPIAComplaints@info regulator.org.za | **Email:** PAIAComplaints@info regulator.org.za



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