

ITOO SPECIAL RISKS (Pty) Ltd (ITOO)

Complaints Policy and Procedure

Introduction and the purpose of this policy:

As an authorised financial services provider (FSP), in line with the FAIS Act (Financial Advisory and Intermediary Services Act) and the General Code of Conduct, ITOO have established a complaints management framework in order to ensure the effective and transparent resolution of complaints and the fair treatment of our clients and/or persons who are dissatisfied with our service, staff or the products we offer.

This document explains the procedure should you wish to complain about any of the services rendered by our business or any of our representative and sets out the process that we will follow in order to resolve your complaint.

How to submit a complaint

Wherever possible please submit your complaint to us in writing. It can be submitted either by hand, post, fax or via email to the contact details that appear below.

The complaint should contain adequate detail regarding the following, to enable us to deal with the complaint promptly and fairly, and allow for a swift response:

- The full name, ID number (or registration number) and contact details of the complainant
- If the complainant is not the client or policyholder, the full name, ID number (or registration number) and contact details of the client
- Policy/claim number
- Specific details about the nature of the complaint, including the necessary facts, dates and supporting documentation where applicable

Our responsibility:

- We will acknowledge receipt of your complaint in writing as soon as possible after it has been received
- The complaint will then be allocated to the appropriate department and staff member to investigate and ensure your complaint receives proper consideration
- You will be informed of the person assigned to handle your complaint, as well as the expected turnaround times and ongoing progress updates in relation to your complaint
- We have the appropriate management controls in place to ensure the consideration process is effectively controlled and supervised, and that complaints can be escalated and reviewed internally
- We will inform you of the results of the consideration
- Where the complaint is resolved in the favour of the complainant, we will offer a full redress to the complainant in a prompt manner
- If the outcome is not favourable to the complainant, we will provide full written reasons for our decision, as well as further steps which are available to the complainant
- As required by legislation we will keep and maintain record of the complaint for five (5) years

If the complaint is not resolved to the complainant's satisfaction:

If the outcome of the complaint is unfavourable to the client, or is not resolved to the complainant's satisfaction, you then have the following recourse:

- Refer the matter to the FAIS Ombud within six (6) months of notification that the complaint could not be resolved in your favour, or within six (6) months of our failure to deal with the complaint
- Refer the matter to either the Ombudsman for Short Term Insurance, or the Ombudsman for Long Term Insurance, if appropriate and within their jurisdiction

Please feel free to contact us if you have any queries or need any assistance.

Important Contact Details:

ITOO SPECIAL RISKS (Pty) Ltd

Postal address: P O Box 87419, Houghton, 2041
Physical address: Villa Acardia, 22 Oxford Road, Parktown, 2193
Contact person's name: Warwick Goldie
Tel: 011-351 5000
Fax:
Email: ITOOComplaints@itoo.co.za
Website: www.itoo.co.za

The Office of the Internal Adjudicator at Hollard

Email: hollardinsurecomplaints@hollard.co.za
Email: OIA@hollard.co.za and ADR@hollard.co.za

FAIS Ombud

The FAIS Ombud is independent and impartial, and deals with all disputes for all types of clients that arise out of the provision of advice as dealt with by the FAIS Act, for example, the way a policy was sold or how a service was provided.

P O Box 74571, Lynwood Ridge, 0040
Tel: 012 762 5000
Sharecall: 086 066 3247
Email: info@faisombud.co.za
Website: www.faisombud.co.za

Insurance Ombudsman Portal: a single port of entry for all insurance complaints relating to short-term and long-term insurance contracts.

Email: info@insuranceombudsman.co.za
Share Call: 0860 103 236 OR 0860 726 890
Fax: 086 589 0696
Website: www.insuranceombudsman.co.za

Treating Customers Fairly

ITOO Special Risks (Pty) Ltd fully complies with the principles of the Treating Customers Fairly framework and endorses all of its six outcomes. It is our intention to ensure that policy holders are treated fairly at all times and we appreciate any feedback to ensure that we and our stakeholders continue to treat you fairly.

Regulated entities are expected to demonstrate that they deliver the following **Six TCF Outcomes** to their customers throughout the product life cycle, from product design and promotion, through advice and servicing, to complaints and claims handling:

Outcome 1:

Customers can be confident that they are dealing with firms where TCF is central to the firm's culture.

Outcome 2:

Products and services marketed and sold in the retail market are designed to meet the needs of identified customer groups and are targeted accordingly.

Outcome 3:

Customers are provided with clear information and are kept appropriately informed before, during and after point of sale.

Outcome 4:

Where advice is given, it is suitable and takes account of customer circumstances.

Outcome 5:

Products perform as firms have led customers to expect, and service is of an acceptable standard and as they have been led to expect.

Outcome 6:

Customers do not face unreasonable post-sale barriers imposed by firms to change product, switch providers, submit a claim or make a complaint.