



## ECIA COMPLAINTS RESOLUTION POLICY

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- 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) We will attempt to identify all issues and if necessary, raise additional questions to be able to assist you.
- 3) Your complaint will be handled in a fair, transparent, and friendly manner.
- 4) A designated responsible employee will keep you informed on your complaint on a regular basis i.e. at least every 5 days.
- 5) We will attempt to resolve your complaint within 10 working days provided we have all the relevant information to assist you.
- 6) We will inform you in writing giving you reasons for our decision.
- 7) Should you be unhappy with the outcome of your complaint, your matter will be handed to a senior manager in our Company, who has the appropriate experience to review your complaint.
- 8) 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 for Short-term Insurance –  
PO Box 30619, Braamfontein 2017  
Tel 011 339 6525 Fax 011 339 7065
- 9) The referral to the office of the Ombudsman for Short-term Insurance must be done in accordance with the provisions of Section 21 of the FAIS Act.

