



CLIENT FAIS COMPLAINTS PROCEDURE

1. Commitment to customer service

- 1.1 Our commitment at Insure Safe Advisors is to give excellent service to our clients. Insure Safe Advisors takes all complaints seriously and our aim is to resolve all client complaints promptly. Great care has been taken to ensure that your complaints do not languish on the front line but are used as a strategic tool for continually improving our business.

Below is the Insure Safe Advisors Complaints Resolution Procedure for your purposes.

- 1.2. In all instances you are requested to put your complaint in writing, using the attached form which can be e-mailed or faxed, including all the relevant information and copies of the relevant documentation and submit it to our Compliance Officer.

2. Complaints Resolution Procedure

- 2.1 You are kindly requested to complete and submit the attached complaints form and submit to Insure Safe Advisors and within 36 hours Insure Safe Advisors will ensure that we send you a written acknowledgement of the complaint, which will include:

- (i) the name of the investigating person at Insure Safe Advisors and contact details;
- (ii) the date we received your complaint
- (iii) a statement that a written letter/report will follow once the investigation is complete;
- (iv) in the case of an oral complaint only, a statement of Insure Safe Advisors' understanding of the nature of the complaint and a request for the complainant to confirm in writing if any details are incorrect .

- 2.2 The aim is for Insure Safe Advisors to resolve all complaints within **15 days** (of receipt of the complaint by Insure Safe Advisors) with a full response and outcome. There may be exceptions such as potential Adjudicator complaints or historical issues in which case Insure Safe Advisors has **30 days** in which to respond to the complaint. Where we are unable to resolve the complaint within **30 days** we will inform the complainant and provide an update on progress.

If after receiving our final decision, you are dissatisfied with the outcome of our investigation, and the complaint qualifies as a complaint as defined in Annexure A (*Insure Safe Advisors Complaints Handling Policy*) and you wish to refer your complaint to the FAIS Ombudsman you must do so within six months after the receipt of the final response or after such response was due from Insure Safe Advisors.

3. Contact us

To effect facilitation for the resolution of your complaint you may complete our complaints form and send it or contact us on the following:

Compliance Officer
Insure Safe Advisors CC (FSP No. 36094)
Telephone number 011 326 4775
Fax number 086 531 4726
E-mail address sophia@insuresafeadvisors.co.za

