

How to Log a Complaint

How to log a complaint

“A complaint is any expression of dissatisfaction, whether oral or written, and whether justified or not, from or on behalf of an eligible complainant about the provision of, or failure to provide, a service or product”.



A complaint involves an allegation that the complainant has suffered, or may suffer, financial loss, material distress or material inconvenience.

A complaint does not, however, include a normal query from a customer that goes no further than an initial discussion.

Under this definition, complaints may pertain to, but will not be restricted to:

- The sale of an insurance product, including the conduct of employees of intermediaries
- The sales process / customer journey, such as the usability or accessibility of sales channels
- The content and provision of policy documentation
- The appropriateness and content of any advertisement, promotions or sales literature
- The administration of a policy / the level of service received
- The handling of claims / the level of service received / the time taken to make a decision
- The relevance of investigations undertaken in respect of a claim / the appropriateness of policy; terms applied / the claim decision itself / the issuance of payment; and
- The invitation of renewal / the issuance of renewal documentation

Log your complaint with us

If you wish to put your complaint in writing, please note our postal address, fax number and email address:

P.O. Box 31983
Braamfontein
2017

Fax: +2711 551 8894 or **Email:** sacomplaints@chartisinsurance.com

Alternatively you can call our Customer Care Line on +27 860 111 601

When logging a complaint, the following information is required:

- Give us as much detail as possible outlining your concerns / complaint and if possible documentation to help us to assess the complaint
- Name and Surname
- ID / passport number
- Policy and / or claim number
- Your preferred communication including the relevant details
 - Fax
 - Email
 - Mobile
 - Telephone
 - Postal

Receipt of your complaint will be acknowledged with a unique reference number. Your complaint will always be the responsibility of a named individual who will contact you. Your complaint will be dealt with as quickly as possible and feedback will be provided within 48 hours which is in line with our Standard of Service.

Your complaint / concern will receive proper consideration and will be handled fairly, consistently and promptly. An explanation of the assessment of the complaint, and the decision, will be communicated without any delay.

Where complaints are not resolved to your satisfaction, a full written explanation will be furnished to you. You will also be advised of any further steps in the process which may be explored, and that the complaint may, within six months, be pursued with the Ombudsman whose contact details appear below.

Long Term Ombudsman

info@ombud.co.za
Private Bag X45
Claremont
7735

Tel: +27 21 657 5000
Fax: +27 21 674 0951
+27 86 658 5246

FAIS Ombudsman

info@faisombud.co.za
P O Box 74571
Lynwood Ridge
0040

Tel: +27 12 470 9080 / 9097
Fax: +27 12 348 3447

Short Term Ombudsman

info@osti.co.za
P O Box 32334
Braamfontein
2017

Tel: 0860 726 890
+27 11 726 8900
Fax: +27 11 726 5501

Financial Services Board

info@faisombud.co.za
P O Box 35655
Menlo Park
0102

Tel: +27 12 428 8000
0800 11 04 43
0800 20 20 87
Fax: +27 12 347 0221