

COMPLAINTS RESOLUTION PROCEDURE

Compendium Insurance Brokers (Pty) Ltd. FSP10405

Compendium Insurance Brokers (Pty) Ltd. FSP10409

Cignet Administration Services (Pty) Ltd. FSP45313

Swift Auto Brokers (Pty) Ltd.
(Juristic Representative trading under license FSP10409)

Compendium Insurance Brokers Zululand (Pty) Ltd. FSP39166

Compendium Insurance Brokers Gauteng (Pty) Ltd. FSP16142

Compendium Insurance Brokers Eastern Cape (Pty) Ltd FSP38531

Compendium Insurance Brokers Pietermaritzburg (Pty) Ltd FSP3739

Compendium Insurance Brokers Cape Town (Pty) Ltd FSP6386

Watersure (Pty) Ltd. FSP34972

Taxi and Transport Insurance Brokers (Pty) Ltd FSP4706

Complaints Resolution Procedure

Our Commitment to You...

Compendium is committed to providing the highest standard of service to our customers.

Should there ever be an occasion where you feel that we have failed to honour our promise, we will do everything possible to ensure that your complaint is dealt with in a fair, timely and efficient manner. The quickest way to have your complaint addressed is to follow our internal complaints resolution procedure below.

How to complain:

1. All complaints against Compendium must be lodged in **writing** either by hand, fax or email and must be addressed to the Complaints Department. Complaints must be e-mailed to complaints@cig.co.za.
2. Please ensure that full details and all supporting documentation relating to your complaint are disclosed to the Compendium complaints department.

Once your complaint has been submitted:

1. The complaint will be entered into the complaints register and confirmation of receipt will be provided to you within 2 days together with details of the manager who has been allocated to resolve the complaint.
2. Depending on the nature of your complaint, we will attempt to resolve the complaint within 6 weeks of receipt thereof. If the complaint is resolved to your satisfaction, Compendium will ensure the appropriate level of redress is offered without delay.
3. In the event that the complaint cannot be resolved to your satisfaction, we will provide in writing the reasons why.
4. If you are not satisfied with the outcome, you may refer your complaint to the office of the Ombud within a period of 6 months. This must be done in accordance with the provisions of section 21 of the Financial Advisory and Intermediary Services Act 2002 and the rules promulgated in terms of that section. Please note that the Ombud will not adjudicate matters exceeding a value of R 800,000.00.

Short Term Insurance Ombud	Complaints Department - Compendium
PO Box 32334, Braamfontein 2017 Tel: (011) 726 8900 Fax: (011) 726 5501 Email: info@osti.co.za Website: www.osti.co.za	PO Box 2800, Westway Office Park, Westville 3635 Tel: 031 242 6800 Fax: 031 242 6850 Email: complaints@cig.co.za Website: www.cig.co.za
Long Term Insurance Ombud	FAIS Ombud
Private Bag X45, Claremont, Cape Town 7735 Tel: (021) 657 5000 Fax: (021) 674 0951 Email: info@ombud.co.za Website: www.ombud.co.za	PO Box 745, Lynwood Ridge 0040 Tel: 012 470 9080 Fax: 012 348 3447 Email: info@faisombud.co.za Website: www.faisombud.co.za