



SIMEKA

member of  Sanlam group

COMPLAINT MANAGEMENT

WHAT TO DO IF YOU ARE DISSATISFIED WITH OUR SERVICES

If you are dissatisfied with our services we would like to change that.

YOUR VIEWS ARE VERY IMPORTANT TO US

Tell us why you think our service do not match your expectations, or that we have made a mistake. When we receive your complaint, a competent team, specifically trained to handle and resolve complaints, will investigate it and try to resolve the matter as soon as possible in a fair manner.

STEP | 1 WHERE TO COMPLAIN



Your nearest [Simeka Office](#)



021 912 3300



faiscompliance@simekaconsult.co.za



Refer to page 2 for the Complaint form

STEP | 2 IF NOT SATISFIED WITH OUR RESOLUTION

If the complaint has not been resolved to your satisfaction, you may refer it to the Sanlam Arbitrator.



021 957 1786



arbitrator@sanlam.co.za

HOW WILL WE TAKE CARE OF COMPLAINTS?

1. Acknowledge receipt of the complaint
2. Provide you with contact details of the complaints consultant
3. We will investigate to resolve in a fair manner
4. We will learn and improve our offerings to you

The Sanlam Arbitrator is an **impartial** individual that investigates disputes between dissatisfied clients and Simeka.

STEP | 3 IF NOT SATISFIED WITH THE SANLAM ARBITRATOR

If the Sanlam Arbitrator's answer also does not satisfy you, you may send your complaint to the relevant Ombudsman:

ADVICE COMPLAINTS

The Fais Ombud
Tel: 012 470 9080
Fax: 012 348 3447
Email: info@faisombud.co.za
Web: www.faisombud.co.za

RETIREMENT FUND COMPLAINTS

The Pension Funds Adjudicator
Tel: 012 346 1738
Fax: 086 693 7472
Email: enquiries@pfa.org.za
Web: www.pfa.org.za

SERVICE/PRODUCT COMPLAINTS

The Ombudsman for Long Term Insurance
Tel: 021 657 5000
Fax: 021 674 0951
Email: info@ombud.co.za
Web: www.ombud.co.za

Please use this form to tell us what you are dissatisfied about.

Personal Information

Title: Mr Mrs Miss Ms Prof Dr Rev Please tick the applicable option

First names

Surname

Identity #

Postal address

Postal code

Residential address

Postal code

Email address

Contact #

Home

Cellphone

Work

Fax

How would you like us to contact you? Email Phone Please tick the applicable option

SMS

Letter

Fax

What are you dissatisfied with?

A service Other Please tick the applicable option(s)

Advice

Please tell us in your own words what you are dissatisfied about

How would you like us to resolve the problem?

Note: If there is not enough space on this page, you may attach an additional page. Please also attach any supporting documents.