

Complaint Management

What to do if you are dissatisfied with our services or products

If you are dissatisfied with our services, or any products have disappointed you, we would like to change that.

Your views are important to us

Tell us why you think our service or products 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.

1. Where to complain

You have the following options to notify us of your complaint.

- faiscompliance@simekaconsult.co.za
- t. 021 912 3300
- Submit Complaint form (refer to page 2 for the complaint form)
- Your nearest [Simeka offices](#)

2. How will we take care of complaints

- Acknowledge receipt of the complaint.
- Provide you with contact details of the complaint's consultant.
- We will investigate to resolve in a fair manner.
- We will learn and improve our offerings to you.

3. If not satisfied with our resolution

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

- arbitrator@sanlam.co.za
- f. 021 957 1786

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

4. If you are 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:

Fais Ombud
t. 012 762 5000
Sharecall. 086 066 3274
f. 012 348 3447
info@faisombud.co.za
www.faisombud.co.za

Retirement fund complaints:

Pension Funds Adjudicator
t. 012 748 4000
t. 012 346 1738
f. 086 693 7472
enquiries@pfa.org.za
www.pfa.org.za

Service / product complaints:

National Financial Ombud Scheme
t. 0860 800 900
WhatsApp. 066 473 0157
info@nfosa.co.za
www.nfosa.co.za

Simeka Consultants and Actuaries (Pty) Ltd, a subsidiary of Sanlam Life Insurance Limited, will process and protect your personal information as required by relevant laws and the Constitution of the Republic of South Africa ("RSA") **and only for the purpose of dealing with your complaint and the required record keeping thereof**. All information provided to Simeka is stored securely and treated with the strictest confidence in line with the requirements of the Protection of Information Act No 4 of 2013.

We may send your personal information to service providers outside of the RSA for storage or further processing on Simeka's behalf. We will not send your information to a country that does not have information protection legislation similar to that of the RSA, unless we have a binding agreement with the service provider which ensures that it effectively adheres to the principles for processing of information in accordance with the Protection of Personal Information Act No 4 of 2013. For more information, please refer to the Sanlam Group Privacy Notice on www.sanlam.co.za, alternatively it can be sent to you on request.

Complaint Form

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

Personal Information

Please tick the applicable option

Title: Mr Mrs Miss Ms Prof Dr Rev

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 A product Please tick the applicable option(s)
Advice Other

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.