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2014/173379/07
RAND-PRO
INSURANCE BROKERS PTY (LTD)

Rand-Pro Insurance Brokers PTY (LTD)
Complaints Process

Submission of a Complaint

The complaint can be submitted by:

- Email: melandri.steyn@randpro.co.za
- Phone: 071 521 9650
- Call our offices: (011) 362 1590

We need the following information:

- The name and contact details and policy or claims number
- Attach any relevant documents

We will:

- Advise you of any further information or documentation that is required in order to investigate the complaint
- Provide you with the contact details and name of the person who will be investigating the matter.
- If the complaint must be sent to the Insurer or underwriter for resolution we will advise you of the insurers Complaints Resolution contact details and your right to use that escalation process direct.
- In the event that a complaint is escalated to the Insurers complaints escalation process then the insurers Complaints Escalation information will be provided to you
- A timeframe will be provided to you as to when you will be contacted to provide the resolution or update.
- If the complaint is not yet resolved you will be advised of the reason and the expected time frame in which further feedback will be provided.

- The resolution of the complaint will be advised to you in plain, understandable language that you could use in the event that you wish to take recourse.
- Decisions will be notified to you without delay
- If you are not satisfied with the resolution, you have a right to contact the insurer directly or to approach the Ombud's Office
- Complaints relating to claims/contract should be submitted to the National Financial Ombud Scheme

  0860-800-900
  +27 (0)76 574 8055
  info@nfosa.co.za
  https://nfosa.co.za

- All other complaints relating to service or product may be escalated to the FAIS Ombud.Financial Services (FAIS) Ombud at the following address:

  The National Financial Ombud Scheme of South Africa (NFOSA)
  Tel: 0860 800 900
  Fax: 012 348 3447
  Post: 110 Oxford Road, Houghton Estate, Johannesburg,
  Gauteng e-mail: info@nfosa.co.za