



COMPLAINT PROCEDURE

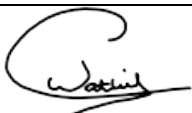
for

i capital Risk Services (Pty) Ltd

t/a Associated Insurance Brokers ("AIB")

FSP#: 19819

<u>Preparation & Reviewing:</u>	
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<u>Approval:</u>	<u>Signatures:</u>
<u>Reviewed and approved by:</u> Craig Watkins (Key Individual of AIB Operations)	

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1. Introduction

i Capital Risk Services (Pty) Ltd t/as Associated Insurance Brokers (AIB) is committed to a high service standard, rendering financial services with integrity, the speedy resolve of complaints and the overall improvement of processes even in the instance where a complaint may be viewed as 'invalid' in terms of the relevant policy wording. In this regard every concern counts as valuable feedback that requires addressing in a meaningful manner.

The object of this complaints resolution policy is to formalize the process in which dissatisfaction is lodged, acknowledged, investigated, resolved and leads to overall improvement/s.

It is furthermore important that every staff member receives extensive training in this regard, that this complaints resolution policy is made easily accessible to all policyholders, that this complaints resolution policy is continuously reassessed by senior management and that overall improvement/s are actioned as a consequence of feedback received from policyholders.

2. Scope

This policy applies to all clients of i Capital Risk Services (Pty) Ltd and its staff members. It covers complaints related to the rendering of short-term insurance services, claims handling, and any other service or advice provided by the brokers.

3. Principles of Complaint Handling

We at AIB are committed to:

- I. Resolving client complaints in a timely manner, which we believe is fair to our clients, our business and our staff.
- I. Ensuring that clients have full knowledge of the procedures established for internal resolution of their complaint, details of which will be given to them in writing.
- II. Ensuring easy access to our complaint's resolution facilities at any of our offices, or by way of email, telephone or electronic help desk support.
- III. Employing and empowering properly trained people in our business to deal with complaints.
- IV. Each complaint receiving proper consideration in a process that is managed appropriately and effectively.
- V. Offering full and appropriate redress in all cases where a complaint is resolved in favour of a client – without delay.



CONFLICT OF INTEREST MANAGEMENT POLICY

STRICTLY PRIVATE AND CONFIDENTIAL

i capital Risk Services (Pty) Ltd (Registration: 2004/022911/07 & FSP#19819)

Directors: LB Williams

Tel #: 011 11 883 2400, Address: 33 Scott Street, Waverley, 2090; P O Box 785063, Sandton, 2146 .

- VI. Informing clients of their right to refer their complaints to the FAIS Ombud should a complaint not be resolved to their satisfaction within six weeks from the date on which the complaint is received.
- VII. Should the complaint allege interference with the protection of personal information, the client may approach the Information Regulator. A complaint may be dealt with in terms of a code of conduct (not yet established by the Regulator) which appoints an adjudicator to deal with complaints. This however may not limit or restrict the ability of the complainant to lodge a complaint with the Information Regulator should they wish to do so.
- VIII. Maintaining records of all complaints received for a period of five (5) years, which will specify whether complaints were resolved.
- IX. Implementing follow-up procedures to:
- Ensure the handling of routine complaints, as well as with the escalation and follow-up of serious non-routine complaints are resolved timeously; and
 - Ensure the avoidance of occurrences giving rise to complaints; and
 - Improve services and complaint systems and procedures where necessary.

This Policy applies to all employees, officers, directors, representatives and advisers of AIB.

4. Control Objective

This Policy's objective is to minimize damage to our reputation and reduce the risk of litigation by handling complaints from our clients or prospects in a timely, effective and consistent manner.

5. Person Responsible

Craig Watkins is hereby designated as responsible for the application of this policy, and to review this policy on a regular basis to ensure that it continue to comply with industry laws, regulations, guidelines and best practices. Craig Watkins is also responsible to communicate AIB policy to all employees, officers, directors, representatives and advisers of AIB.

6. Definitions



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A complaint shall be deemed to mean any written statement of a client or any person acting on behalf of a client alleging a specific complaint relating to a financial service rendered to the client on or after the date of commencement of FAIS, alleging that AIB:

- Wilfully or negligently rendered a financial service to the client which has caused prejudice or damage to the client, or which is likely to result in such prejudice or damage.
- Contravened or failed to comply with a provision of FAIS and that, as a result, the client has suffered or is likely to suffer financial prejudice or damage; or
- Treated the client unfairly

Although the definition of "complaint" refers to only written complaints, there may be instances where AIB receives a verbal complaint from a client which will warrant the same treatment as a written complaint. Such situations depend upon the nature and severity of the client's allegations and require the professional judgment of the individual who received the complaint.

A complaint should include at least one of the three following elements:

- Complaint about AIB;
- Potential damages or damages suffered by the client;
- Request of corrective measures;

For greater certainty, errors that AIB accepted to correct are not considered as complaints unless repetition or recurrence causes grievance to a client. A complaint register is a database to track key elements of the complaint process and category in order to identify potential trends or concerns and to produce reports. See complaint register attached.

7. Complaint procedure

We deal with a complaint as follows:

- We can receive complaints from clients (in writing and with the accompanying documentation) in the following ways:
 - a. Email: info@icapital.co.za for the attention of Mr. Craig Watkins
 - b. Fax: 011 783 3664 for attention Complaints/Compliance officer
 - c. Post: P O Box 785063, Sandton, 2146
 - d. Office number: 011 883 2400
- Record the date and contents of the complaint in the Complaints Register.



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- If a complaint is not in writing, ask the client to lodge the complaint to writing and request the client to include any relevant documentation or information.
- Acknowledge receipt of the complaint in writing within five (5) business days of receipt and give the client the name(s) and contact details of the staff responsible for the resolution of the complaint.
- Investigate the complaint to ascertain whether the complaint can be resolved immediately.
- If the complaint can be resolved immediately, take the necessary action and advise the client accordingly.
- If the complaint cannot be resolved immediately, send the client a written summary of the steps to be taken to resolve the matter and the expected date of resolution.
- If unable to resolve the complaint within 21 (twenty-one) days of logging the complaint in the Complaints Register, notify the client accordingly and advise the client of his / her right to:
 - a. Proceed in terms of Rule 6 (a) and 6 (b) of the Rules on Proceedings of the Office of the Ombud for Financial Services Providers (see Annexure A); or
 - b. Seek legal redress in another forum.
- Update the register with all developments/activities.

8 Client Communication and Disclosure (PPR Rule 18.2 and 18.3)

- **At Policy Inception:** All clients will receive a copy of our complaints policy and information on how to lodge a complaint
- **Ongoing Disclosure:** Clients will be informed of any material changes to our complaints process or contact details

9 Monitoring and Reporting

- ALB will continuously monitor complaints received and the effectiveness of its complaint-handling process.
- Complaints data will be regularly reviewed to identify trends or systemic issues, which will be addressed to improve service quality.
- An internal report will be generated quarterly to assess complaint resolution times and client satisfaction.
- Ensure the handling of routine complaints, as well as with the escalation and follow-up of serious non-routine complaints are resolved timeously; and
- Ensure the avoidance of occurrences giving rise to complaints; and



- Improve services and complaint systems and procedures where necessary.

10 Staff Training and Awareness:

- All staff members are trained to understand the importance of fair complaints handling and their role in resolving client issues.
- Ongoing training will be provided to ensure compliance with regulatory requirements and best practices in customer service.

11 Confidentiality and Protection of Personal Information

All personal information shared by clients in the course of a complaint will be handled in line with the Protection of Personal Information Act (POPIA) and will remain confidential.

12 Review of the Policy

This Complaints Policy will be reviewed annually or as required to ensure continued compliance with legal and regulatory requirements. Any changes to the policy will be communicated to clients.



Annexure A

This is a guideline for the Managers, which would be applied as if the Manager concerned was an authorised Financial Services Provider. Rules on Proceedings of the Office of the Ombud for Financial Services Providers - Rule 6 (a) and 6 (b) of the:

6 (a) – Where a complaint cannot within three (3) weeks be addressed by the responding party (provider), the responding party must as soon as reasonably possible, send to the complainant a written acknowledgement of the complaint with contact references of the responding party.

6 (b) – If within six (6) weeks of receipt of a complaint the responding party has been unable to resolve the complaint to the satisfaction of the client, the responding party must inform the complainant:

- I. The complaint may be referred to the Office (of the Ombud for Financial Services Providers) if the complainant wishes to pursue the matter; and
- II. The complainant should do so within six (6) months of receipt of such notification.

Contact details of the FAIS Ombud:

Tel: 012 470 9080 / 012 762 5000
Email: info@faisombud.co.za
Postal address: PO Box 74571
Lynwood Ridge
0040
Website: www.faisombud.co.za

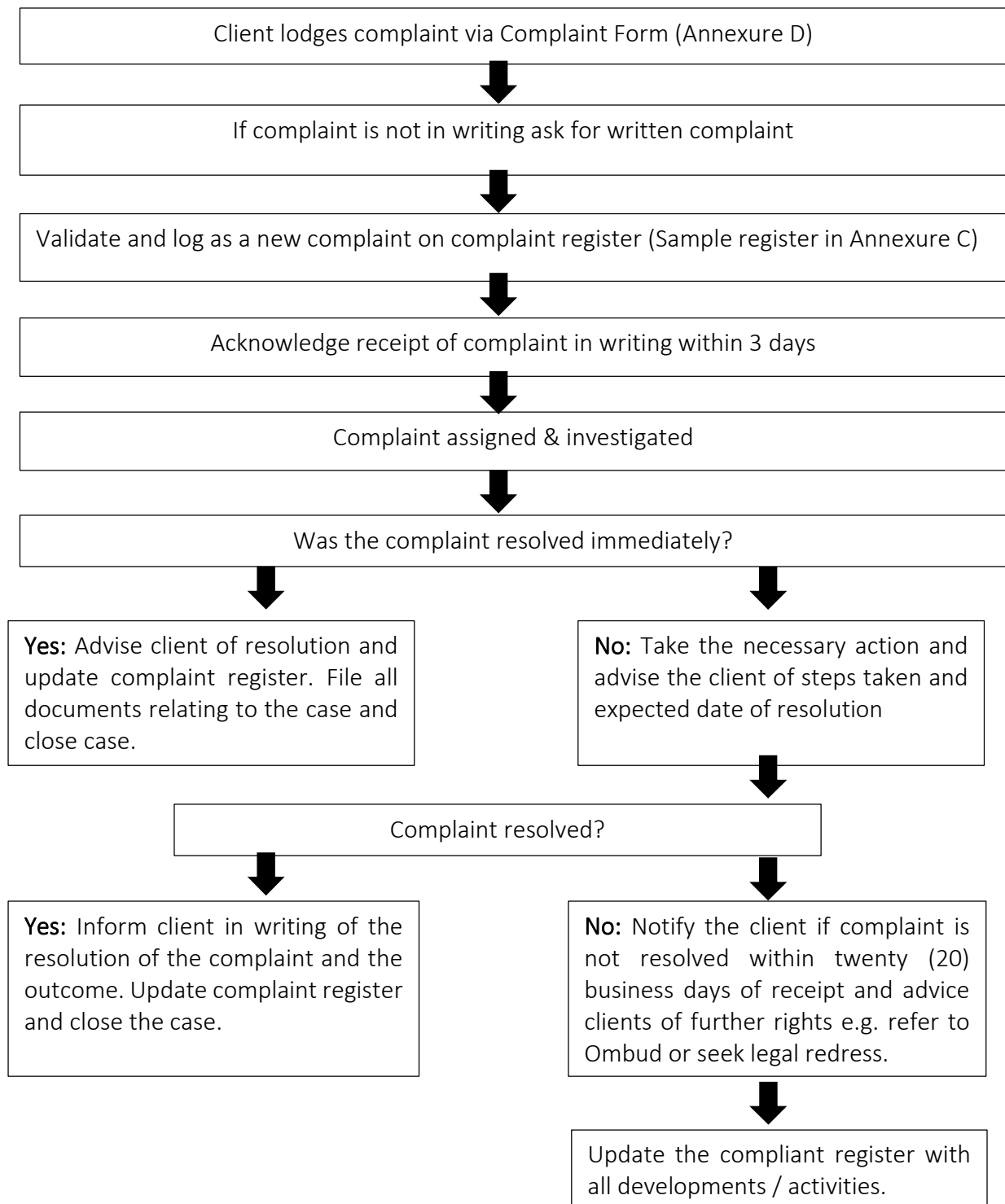
Contact details of the Ombud for Short-term Insurance:

Tel: 011 726 8900
Fax: 011 726 5501
Email: info@osti.co.za
Postal address: P O Box 32334 Braamfontein, 2017
Website: www.osti.co.za



Annexure B

AIB Clients Compliant Process Diagram



Annexure D



COMPLAINT FORM

ATTENTION: The Complaints Manager
P O Box 3436
Johannesburg
2000

Fax No:011 783 3664 for Attention Complaints Manager
E-mail: info@icapital.co.za

Name of Insured: _____
Postal Address: _____
Telephone Number: _____
Mobile Number: _____
Fax Number: _____
E-mail address: _____
Policy number: _____

COMPLAINT (Please advise circumstances giving rise to complaint)
Complete below or attach full details:

Signed: Date: