

Hollard Complaints Management Procedure

Hollard.



Hollard Complaints Management Procedure

As a Hollard customer you can expect to be treated with respect, dignity and above all, a sense of common humanity. We expect to be held to the highest standards and whilst we certainly can't claim to always get it right, we try our absolute best to deliver on your expectations.

The Hollard complaints management procedure has been designed to:

- support our commitment to transparency and fairness when handling your complaint
- record, report and review complaints information in a timely and fair manner
- to identify opportunities for improving customer satisfaction through the continual review of our processes, systems, products, communication, and services

Our commitment to you in managing your complaint

1. We will register and acknowledge your complaint within 8 working hours of receipt and provide you with a complaint reference number.
2. We will inform you of estimated timelines and next steps in addressing your complaint.
3. We will keep you informed by providing regular progress updates and will communicate reasons for delays with revised timelines for resolution.
4. We will address your complaint in a fair, transparent, and professional manner throughout the complaints handling process.
5. We will explain the reason for our decision by providing clear and adequate feedback when your complaint has not been resolved in your favour.
6. We will inform you of further dispute review channels and processes should you not be happy with the outcome of our decision.

Step 1 - How and where to complain

For Hollard to assist with your complaint, it is very important that you provide us with sufficient information, including:

- The name and contact details of the policyholder and the person who is complaining
- The policy or claim reference number applicable to your complaint
- Full details of your complaint (such as all facts, dates, and applicable supporting documents)
- The outcome you would like to have your when resolving your complaint

To let us know about your complaint you may use any one of the following channels:

- Click on the link below and complete a convenient online form via the Hollard website:
<https://www.hollard.co.za/contact-us/send-a-complaint>
- Refer to your policy wording as well as schedule of insurance, to obtain the relevant contact details and complaints procedure
- Send an email to complaints@hollard.co.za
- Contact the Hollard switchboard on 086 000 107, where our operators will direct your call
- You may write to us at;
Hollard Insurance Group complaints manager
P.O. Box 87419, Houghton, Johannesburg, 2041

Step 2: How to escalate your complaint if you are not satisfied with our decision

If you are still unhappy after you have asked us to review our decision, you may request for your complaint to be referred to Hollard's Office of the Internal Adjudicator (OIA). You may email the Office directly using: uia@hollard.co.za or contact the adjudicators office on 011 351 5652. The Internal Adjudicator will investigate your complaint objectively and independently.

Step 3 – Your option to refer your complaint for external dispute resolution

If the complaint is not resolved to your satisfaction by Hollard in Step 1 or Step 2, you may submit your complaint to the relevant Ombudsman, subject to their jurisdiction:

Ombudsman for Long-term Insurance

Tel: 086 010 3236 / (021) 657 5000

E-mail: info@ombud.co.za

Fax: (021) 674 0951

Postal Address:

Private Bag X45

Claremont

Cape Town

7735

Ombudsman for Short term Insurance

Tel: 0860 726890 / (011) 726 8900

E-mail: info@osti.co.za

Fax: (011) 726 5501

Postal Address:

P.O. Box 32334

Braamfontein

Johannesburg

2017

FAIS (Financial Advisory and Intermediary Services)

Tel: 0860 324766 / (012) 762 5000

E-mail: info@faisombud.co.za

Fax: (012) 348 3447

Postal Address:

The FAIS Ombud

P.O. Box 74571

Lynnwood Ridge

Pretoria

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FSCA (Financial Sector Conduct Authority) FSCA (Financial Sector Conduct Authority). For complaints related to the regulation of the Industry

Tel: 0800 20 37 22

E-mail: info@fsc.co.za

Fax: (012) 346 6941

Postal Address:

P.O. Box 35655

Menlo Park

0102

Pension Funds Adjudicator

Tel: (012) 346 1738 or (012) 748 4000

E-mail: enquiries@pfa.org.za

Fax: 086-693-7472

Postal Address:

4th Floor

Riverwalk Office Park

Block A, 41 Matroosberg Road

Ashlea Gardens

Pretoria

0081

The Complaints management procedure document applies to the following Hollard companies:

Hollard Insurance Company Limited is an authorised Financial Services Provider, FSP 17698

Hollard Life Assurance Company Limited is an authorised Financial Services Provider, FSP 17697

Hollard Specialist Insurance Limited is an authorised Financial Services Provider, FSP 25511

Hollard Specialist Life Limited is an authorised Financial Services Provider, FSP 18146