

Complaints Resolution Policy

1. In the event of a complaint arising from a client or broker by way of fax or e-mail, the complaint will be referred to Rowena Robinson who will act in her capacity as the Complaints Officer(hereinafter referred to as “CO”) for PCBS Construction and Customs Bonds Services (Pty) Ltd.
2. In the event of a complaint arising from a client or broker by way of telephone call, the client or broker will be requested to submit the complaint in writing.
3. The CO will send the client, by way of fax or e-mail a complaints notification form (annexed hereto) to obtain the following details:
 - Name of client
 - Address of client
 - Contact number of client
 - Nature of complaint
4. The client will be requested to fax or e-mail the completed form back to the CO whereafter it will be dealt with by the CO.
5. All further discussions relating to the complaint will be done in writing.
6. In the event of the client agreeing with the result supplied by the CO, the CO will complete the Complaints Register accordingly and supply the Internal Compliance Manager with the completed Complaints Register whereafter the client or broker will be notified in writing that the matter has been resolved.
7. In the event that the client is not in agreement with the result given by the CO, the matter will be referred to the Key Individual, Lukas Marquart, for resolution.
8. Once consensus has been reached between the client and KI, the KI will complete the Complaints Register accordingly and supply the Internal Compliance Manager with the completed Complaints Register whereafter the client/broker will be notified in writing that the matter has been resolved.
9. Copy of the completed Complaints Register will be sent to the Compliance Officer for filing.

COMPLAINTS NOTIFICATION FORM

Once completed, please e-mail this notification form to:

Rowena Robinson
Tel: (011) 482 2592
E-mail: rowena@pcbs.co.za

Date:

PCBS Construction and Customs Bonds Services (Pty) Ltd acknowledges receipt of your complaint.
Please supply the following information to allow us to resolve the matter promptly:

Company Name of Client:

Address of Client:

Contact Number of Client:

Nature of Complaint:

Particulars of Short Term Insurance Ombudsman who is available to advise you in the event of claims problems that are not satisfactorily resolved by the Insurance Intermediary and/or the Insurer.

THE OMBUDSMAN

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