



FMI COMPLAINTS GUIDELINE



At FMI, we're committed to keeping our customers satisfied and we place the utmost importance on service delivery. If there's anything you're not happy about, we'd like to know about it. It could be related to any of the following:

- The benefits on your policy
- The advice you've received
- The outcome of a claim
- How we collect your premium
- Any service or admin issues
- Concerns about the information we send you
- How we communicate with you
- How we handle complaints

STEP 1



HOW TO SUBMIT A COMPLAINT

Send us your complaint in writing, along with all the related information and documentation. Please let us know what your desired outcome is. Kindly send your complaint to:

Complaints Co-ordinator:

PostNet Suite 91
Private Bag X01
Umlhanga Rocks
4320

complaints@fmi.co.za
086 010 1119

STEP 2



WHAT TO EXPECT

You'll receive a reply confirming the receipt of your complaint within 3 days and we will send you the contact details of the person that will be handling your complaint. Our Complaints Co-ordinator will keep you up to date regarding the progress of your complaint. We aim to finalise complaints as soon as possible, however, the process could take up to 20 working days. You will then be advised of the outcome in writing within 20 working days.

STEP 3



WHAT TO DO IF YOU'RE STILL NOT HAPPY

You may escalate your complaint to the FMI Complaints Resolution Committee. The request for an escalation may be sent to complaintsescalations@fmi.co.za, or you may contact the relevant Ombudsman on the details below.

Long-term Insurance Ombudsman:

+27 21 657 5000
+27 21 674 0951
info@ombud.co.za

3rd Floor Sunclare Building,
21 Dreyer Street, Claremont,
Cape Town, 7700

Private Bag X45, Claremont,
7735

The Financial Sector Conduct Authority

+27 12 428 8000
+27 21 346 6941
info@fsca.co.za

41 Matroosberg Road
Ashlea Gardens
Pretoria
0002

FAIS Ombudsman:

+27 12 470 9080
+27 12 348 3447
info@faisombud.co.za

Kasteel Park Office Park,
Orange Building 2nd Floor,
C/o Nossob & Jochemus
Street, Erasmus Kloof,
Pretoria, 0048

PO Box 74571, Lynnwood
Ridge, 0040