



# 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  
 Umhlanga Rocks  
 4320

[complaints@fmi.co.za](mailto: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](mailto:complaintsescalations@fmi.co.za), or you may contact the relevant Ombudsman on the details below.

#### Long-term Insurance Ombudsman:

+27 21 657 5000  
+27 860 103 236

+27 21 674 0951

[info@ombud.co.za](mailto:info@ombud.co.za)

[www.ombud.co.za](http://www.ombud.co.za)

3<sup>rd</sup> Floor Sunclare Building,  
21 Dreyer Street,  
Claremont, Cape Town, 7700

Private Bag X45, Claremont,  
Cape Town, 7735

#### FAIS Ombudsman:

+27 12 470 9080  
+27 12 762 5000

+27 12 348 3447

[info@faisombud.co.za](mailto:info@faisombud.co.za)

[www.faisombud.co.za](http://www.faisombud.co.za)

Kasteelpark, Orange Building  
2nd Floor,  
546 Jochemus Street,  
Erasmuskloof, Pretoria,

PO Box 74571, Lynnwood  
Ridge, 0040

#### The Financial Sector Conduct Authority

+27 12 428 8000

+27 12 347 0221

[info@fsca.co.za](mailto:info@fsca.co.za)

[www.fsca.co.za](http://www.fsca.co.za)

Riverwalk Office Park, Block B  
41 Matroosberg Road  
Ashlea Gardens, Pretoria, 0081

PO Box 35655, Menlo Park,  
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