



# COMPLIMENTS & COMPLAINTS RESOLUTION PROCESS



## COMPLIMENTS

**HAVE WE MADE YOU SMILE TODAY?  
IF WE HAVE, WE WOULD LOVE TO HEAR FROM YOU!**

Not only is a compliment praise, but encouragement too – and by complimenting us, you are encouraging us to improve and evolve, with you our valued partner in mind.

*This is Centriq doing insurance business with heart!*

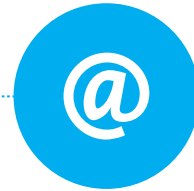
**THERE ARE THREE WAYS TO LET US KNOW:**



If you would prefer to **talk to us** about 'who made your day' you are welcome to call us on **011 268 6490**



If it's easier for you to **fax us** your compliment, please fax us on **011 268 6495**



If it's more convenient to send us your compliment via **email**, please email **compliments@centriq.co.za**

## WHAT WE WILL NEED FROM YOU:

**1**

Your name and contact details

**2**

Your policy number

**3**

Your claim number (if applicable)

**4**

A brief description

Please provide us with a brief description of 'who made your day' and what they did to make you smile!



**Within 24 hours, we will acknowledge receipt of your compliment in writing.**

**We will also forward it on to the Centriqist and their manager who made a difference to your day.**



# COMPLIMENTS & COMPLAINTS RESOLUTION PROCESS



## COMPLAINTS

AT CENTRIQ, WE DEDICATE OURSELVES TO TREATING YOU, OUR VALUED CLIENT, FAIRLY BY GIVING YOU THE BEST POSSIBLE SERVICE, BUT SOMETIMES WE DON'T ALWAYS GET IT RIGHT.

That's why its important for us to know how we and our partners can improve your experience with us.

*This is Centriq doing insurance business with heart!*



## 3 THERE ARE THREE WAYS TO LET US KNOW:



If you would prefer to **talk to us** about your complaint; you are welcome to call us on **011 268 6490**



If it's easier for you to **fax** us your complaint, please fax us on **011 268 6495**



If it's more convenient to send us your complaint via **email**, please email either **claimscomplaints@centriq.co.za** or **faiscomplaints@centriq.co.za**



and whilst our aim is to resolve your inquiry as quickly as possible; for investigative and tracking purposes we may ask you to put your inquiry in writing.

## WHAT WE WILL NEED FROM YOU:



Your name and contact details



Your policy number



Your claim number (if applicable)



A brief description

Please provide us with a brief description of what your complaint is about and how you would like us to resolve it.



Within **24hrs**

we will acknowledge receipt of your complaint in writing.



# COMPLIMENTS & COMPLAINTS RESOLUTION PROCESS

STEP  
THREE

OVER A PERIOD OF  
**FIVE**  
WORKING DAYS, WE WILL



INVESTIGATE

EVALUATE

AND ASSESS

YOUR COMPLAINT.

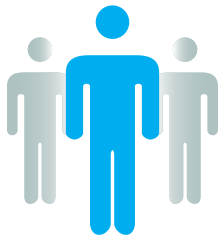
STEP  
FOUR



BY THE FIFTH WORKING DAY

you will receive feedback in writing of what action will be taken, the time frame and process you can expect for resolution.

STEP  
FIVE



**SHOULD YOUR COMPLAINT INVOLVE  
A REPRESENTATIVE OF CENTRIQ (UMA or NMI\*)**

you will receive further feedback from us as to what action, time frame and process you can expect for resolution.

\* UMA – Underwriting Manager Agency; NMI – Non-mandated Intermediary

STEP  
SIX



**WITHIN SIX WEEKS**  
of us receiving your complaint

you will receive in writing a final resolution and outcome to your complaint.

## IF APPLICABLE

Should you be dissatisfied with the outcome of your complaint; we will refer and encourage you to contact either:

Short-Term Ombudsman: 011 726 8900 / [info@osti.co.za](mailto:info@osti.co.za) / [www.osti.co.za](http://www.osti.co.za);

Long-Term Ombudsman: 021 657 5000 / [info@ombud.co.za](mailto:info@ombud.co.za) / [www.ombud.co.za](http://www.ombud.co.za);

FAIS Ombudsman: 012 470 9080 / [info@faisombud.co.za](mailto:info@faisombud.co.za) / [www.faisombud.co.za](http://www.faisombud.co.za)

WE CARE ABOUT

**YOU**