

## COMPLAINTS POLICY

### MUA INSURANCE ACCEPTANCES (PTY) LTD (MUA I A)

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#### 1. Complaint has to be in writing

All complaints must be submitted in writing together with any supporting documents.

#### 2. Complaint areas:

For efficient resolution of complaints, please direct your complaint as applicable:

##### 2.1. Client Services Department

If your complaint relates to service, underwriting or a claim:

Fax: 021 525 6300

email [complaints@mua.co.za](mailto:complaints@mua.co.za)

##### 2.2. Compliance Department

if your complaint relates to a contravention of any regulatory or statutory requirement regarding the rendering of a financial service:

Fax: 0860 99 99 54

email: [compliance@telesure.co.za](mailto:compliance@telesure.co.za)

#### 3. Procedure

The following is a step-by-step guideline of how a complaint will be dealt with, once received by us:

3.1 The complaint will be entered into a complaints register on receipt and a confirmation of receipt thereof forwarded to you within **2 (TWO) working days**.

3.2 We will investigate the complaint and revert to you with our findings in writing within **15 (FIFTEEN) working days**, depending on the complexity of the matter.

3.3 Should we be unable to provide a response within the period aforementioned, we will provide you with developments regarding the complaint.

3.4 Should the complaint not be resolved within **30 (THIRTY) working days** from receipt of the complaint then you submit your complaint to the FAIS ombudsman, or the Ombudsman for Short-term Insurance.

- (A) **The Ombudsman for Short-term Insurance**- provides consumers with a free dispute resolution mechanism. It mediates between subscribing members such as the insurer and policyholders regarding insurance contracts.

**The Ombudsman for Short-Term Insurance** can be contacted at:

Tel. 011 726-8900 Fax. 011 726-5501 Sharecall: 0860 726 890 E-mail. [info@osti.co.za](mailto:info@osti.co.za)

Postal Address P O Box 32334 Braamfontein, 2017

- (B) **The FAIS Ombudsman** is an independent and impartial dispute resolution tribunal which investigates, considers and disposes of complaints by consumers against Financial Services Providers. For example, the way a policy was sold or how a service was provided.

**The FAIS Ombudsman** can be contacted at:

0860FAISOM (0860324766)

Tel: 012 470 9080 Fax: 012 348 3447 E-mail address: [info@faisombud.co.za](mailto:info@faisombud.co.za)

Website: [www.faisombud.co.za](http://www.faisombud.co.za) Postal address P.O.Box 74571 Lynnwood Ridge 0040