



COMPLAINTS RESOLUTION
POLICY AND PROCEDURE

for

NATSURE (Pty) Ltd

PURPOSE OF THIS DOCUMENT:

Natsure (Pty) Ltd is a licensed Financial Service Provider (FSP: 4578) with the authority to provide financial advice and intermediary services in terms of the Financial Advisory and Intermediary Services Act, 37 of 2002. ("FAIS"). The formal Complaints Resolution Policy and Procedure is set out below to assist you in the event of a Complaint.

DEFINITION OF A COMPLAINT:

A complaint can be defined as an event where you are of the opinion that we or any of our Representatives provided financial advice or intermediary services and you feel:

- that we or our Representatives did not comply with FAIS and that you suffered/will suffer financial prejudice or damage as a result;
- that we or our Representatives intentionally or negligently gave financial advice or rendered an intermediary service which caused you prejudice or damage or is likely to cause damage;
- that we or our Representatives treated you unfairly.

This does not necessarily conclude that every act or omission of Natsure / the Underwriting Manager / the Broker as an intermediary or representative may give rise to a complaint in terms of the FAIS Act. The financial service rendered must either be in contravention of the FAIS Act or rendered wilfully or negligently in such a manner as to cause a financial loss or prejudice the client or simply have been rendered to the complainant in an unfair manner.

OUR COMMITMENT TO YOU:

- Our Complaints Policy and Procedures will be made available to you on request.
- We will attend to, and resolve any complaint timeously and fairly.
- All relevant staff will be trained with regard to the resolution of complaints in accordance with the relevant provisions of FAIS.
- Records of all complaints will be kept for a minimum period of 5 years. Please note that this is a statutory recordkeeping requirement in terms of FAIS, and as such, all your personal information (as per the Protection of Personal Information Act – POPI) submitted will similarly be held for this period. The information will be made available to/processed by our staff where required, as well as our compliance practice for audit purposes, the Regulator (FSB) and any Ombud who has jurisdiction. It is our business practice to retain records indefinitely so that we can identify possible trends and avoid similar complaints going forward, therefore we will keep this information in accordance with our internal policies.
- Corrective measure will be taken to ensure that problems and shortcomings identified will not happen again.

OBLIGATIONS OF OUR REPRESENTATIVES:

- Our Representatives must adhere to the requirements of FAIS at all times; and
- Our Representatives must ensure that all complaints received are forwarded to the Natsure (Pty) Ltd Compliance Officer.

PROCEDURE WHEN SUBMITTING A COMPLAINT:

All complaints must be in writing. A Complaint Lodgment Form is available on the Natsure (Pty) Ltd website: www.natsure.co.za

The completed form can be tendered by means of mail, fax or electronically to the addresses provided at the end of this document.

The following information must be provided in order for us to assist:

- Your name, surname and contact details;
- A complete description of your complaint;
- Date the event occurred;
- The name of the person who provided you with the financial service;
- The date on which the event occurred;
- All documentation relating to your complaint; and
- Method of preferred communication.

PROCEDURE WHEN WE HAVE RECEIVED YOUR COMPLAINT:

When we receive your complaint, we will:

- Acknowledge receipt, in writing, within 48 HOURS and add your complaint to our internal complaints register.
- Your complaint will be allocated to an appropriate person for further investigation.
- We may ask for additional information if needed.
- We will investigate, attempt to resolve and respond within 21 days of receiving your complaint, or after receiving any additional information we require.
- If we require further time to investigate the complaint, this will be communicated to you in writing.
- We will let you have our response in writing with full reasons. Please note that certain decisions may have to be approved by the Board or Management Committee of the Company. In such a case, we will communicate that fact to you, as well as the date on which a decision will be taken.
- In the event of us not being able to resolve the complaint or if you are not satisfied with our response, the complaint may be pursued, within a six (6) month's period, with the FAIS Ombud, or any other Ombud who has jurisdiction, contact details below. Alternatively, you may approach your own legal counsel.
- With regards to any business placed with Guardrisk Insurance Company, all complaints will automatically be escalated to Guardrisk through the online Porthole.
- With regards to any business placed through a Managing Agent on behalf of Lloyd's, complaints will be escalated after internal review to the relevant Compliance teams.

- In addition, all complaints must be notified to the Managing Agent immediately on receipt, so that the Managing Agent can fulfil its reporting responsibilities to Lloyd's. The Managing Agent's requirements for complaint handling are set out in the binding authority.

NOTE:

We are required to be provided with a six week period within which to resolve any complaint, before the FAIS Ombud will have jurisdiction.

OMBUD COMPLAINTS:

- The FAIS Ombud will not adjudicate in matters in excess of R800 000.
- Should your complaint result in a possible claim in excess of the determined amount above, Natsure (Pty) Ltd will and may not request you to waive your rights.
- If you already instituted action in a court of law in respect of this complaint the Ombud will not consider the complaint.
- If the complaint was not resolved through conciliated settlement, the Ombud may make a determination which has the same legal status of a civil court judgement.
- An award of costs may be made against the person complained against.
- An award of costs may be made against a complainant if the conduct of the complainant was improper or unreasonable, or if the complainant caused an unreasonable delay in the finalisation of the investigation.

CONTACT INFORMATION TO LODGE COMPLAINTS:

Natsure (Pty) Ltd:

Tel: (012) 364-0831
 Fax: 086 517 2928
 Email: tersiad@natsure.co.za
 Website: www.natsure.co.za
 Postal: Natsure (Pty) Ltd
 PO Box 72767
 Lynnwood Ridge
 Pretoria
 0040
 Physical: Block A, Block@Nature
 472 Botterklapper Street
 The Willows
 Pretoria
 0041

FAIS Ombud:

Tel: 0860 324 766
 Fax: (012) 348-3447
 Email: info@faisombud.co.za
 Website: www.faisombud.co.za
 Postal: FAIS Ombudsman
 P O Box 74571
 Lynnwood Ridge
 Pretoria
 0040
 Physical: Ground Floor, Block B
 Sussex Office Park
 473 Lynnwood Road cnr
 Sussex Avenue
 Lynnwood, Pretoria

Short-Term Insurance Ombud:

Tel: 0860 726 890
 Fax: (011) 726 5501
 Email: info@osti.co.za
 Website: www.osti.co.za
 Postal: P O Box 32334, Braamfontein, 2017
 Physical: Block B First Floor, One Sturdee Avenue, Cnr Bolton and Baker roads, Rosebank

In the event of us not reverting to you within the time periods indicated above, kindly contact Tersia Davey, Managing Director, for an explanation as to why we have not yet communicated with you. Please do not accept any communication from any person until it has been confirmed in writing.

APPROVAL:

The Complaints Policy and Procedure has been reviewed and approved by MANCO and will come in to immediate force.



Tersia Davey

MANAGING DIRECTOR

