



Complaints Policy

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1. PREAMBLE

This Policy applies to the following Financial Services Providers, and its Representatives,

- LSG Insurance Services (Pty) Ltd;

Throughout this document, any reference to “LSG” or “FSP’s” shall mean the above mentioned.

2. COMPLAINTS POLICY

LSG is committed to:

- a) Resolving client complaints in a manner which LSG believe is fair to our clients, our business and our staff
- b) Ensuring that clients have full knowledge of the procedures established for internal resolution of their complaints, details of which will be given to them in writing.
- c) Ensuring easy access to our complaints resolution facilities at any of our offices, or by way of post, telephone or email.
- d) Employing and empowering properly trained people in our business to deal with complaints, as well as with the escalation of serious non-routine complaints.
- e) Dealing with complaints in a timely and fair manner, with each complaint receiving proper consideration in a process that is managed appropriately and effectively.
- f) Offering full and appropriate redress in all cases where a complaint is resolved in favour of a client.
- g) Informing clients of their right to refer their complaints to the FAIS Ombud should a complaint not be resolved to their satisfaction within six weeks from the date on which the complaint is received.

- h) Maintaining records of all complaints received for a period of 5 years, which will specify whether or not complaints were resolved.
- i) Implementing follow-up procedures to:
 - Ensure the avoidance of occurrences giving rise to complaints and
 - Improve services and complaint systems and procedures where necessary

3. DEFINITION OF A COMPLAINT

Complaint means a specific complaint relating to a financial service rendered to the client on or after the date of commencement of FAIS, alleging that LSG:

- a) Contravened or failed to comply with a provision of FAIS and that, as a result, the client has suffered or is likely to suffer financial prejudice or damage;
- b) Willfully or negligently rendered a financial service to the client which has caused prejudice or damage to the client or which is likely to result in such prejudice or damage; or
- c) Treated the client unfairly

4. COMPLAINTS PROCEDURE

4.1. Steps to follow:

- Contact us on +27 21 701-0840
- Not resolved? you can refer matter to the Compliance Division complaints@lsginsurance.co.za
- Compliance Division not able to resolve. You as the Client will then be referred to the FAIS Ombud or relevant regulatory body.
- Details of the FAIS Ombud:

PARTICULARS OF FAIS OMBUD

Telephone:	+27(0)12 470 9080/97
Fax:	+27(0)12 348 3447
E-mail address:	info@faisombud.co.za
Postal address:	P.O. Box 74571, Lynwood Ridge, 0040

4.2. LSG deals with complaints as follows:

- Log the date and contents of the complaint in the Complaints Register.
- If a complaint is not in writing, ask the client to lodge the complaint in writing.
- Acknowledge receipt of the complaint in writing within 5 days of receipt and give the client the names and contact details of the staff responsible for the resolution of the complaint.
- Investigate the complaint to ascertain whether the complaint can be resolved immediately.
- If the complaint can be resolved immediately, take the necessary action and advise the client accordingly.
- If the complaint cannot be resolved immediately:
 - Issue not resolved then must be escalated to the Managing Director
 - Still not being able to resolve will then be referred to the Compliance Division

4.3. Compliance division :

- Acknowledge receipt of client's complaint and summary of the steps to be taken to resolve the matter and the expected date of resolution.
- Log the date and contents of the complaint in the official Compliance Complaints Register.
- Notifications received by the relevant Compliance Officer / Regional Manager on due dates for following up on complaints.
- If decision taken LSG liable then necessary authorisation will be obtained from the relevant parties
- Release will be drawn up by Compliance and need to be signed off by client before payment / settlement requested.
- If unable to resolve the complaint within 6 weeks of logging the complaint in the Official Complaints Register the client will be notified accordingly and will be informed of his rights to:
 - Proceed in terms of Rule 6(a) and 6(b) of the Rules on Proceedings of the Office of the FAIS Ombud (see Annexure A); or
 - Seek legal redress in another forum
- Update the register with all developments/activities.

5. ANNEXURE A

Rule 6(a) and (b) of the Rules on Proceedings of the Office of the Ombud for Financial Services Providers.

- ***6(a) Where a complaint cannot in a reasonable time be addressed by the responding party, the responding party must as soon as reasonably possible send to the complainant a written acknowledgement of the complaint with contact references of the responding party.***

- ***6(b) If within four weeks of receipt of a complaint the responding party has been unable to resolve the complaint to the satisfaction of the client, the responding party must inform the complainant:***
 - a) The complaint may be referred to the Office of the Ombud if the complainant wishes to pursue the matter; and***
 - b) The complainant should do so within six months of receipt of such notification.***

6. ANNEXURE B – CLIENT COMPLAINT PROCESS DIAGRAM

LSG Client Complaint Process Diagram

