



Complaints Policy

Quanway Insurance Brokers cc
FSP No. 14751

The purpose of this policy

Quanway Insurance Brokers cc is an authorised financial services provider (FSP) and is required by the FAIS Act (Financial Advisory and Intermediary Services Act) to have an internal complaints policy with processes in place in the event that a complainant submits a complaint regarding a financial service which we have rendered.

This documents explains the procedure should you wish to complain about any of the financial services rendered by our business or any of our representatives , and sets out the process that we will follow in order to resolve the complaint.

How to Submit a complaint

The Complaint needs to be submitted to our offices in writing. It can be submitted to us by the following ways

- By Hand
- By Post
- By Fax
- Via E-Mail

Office Address

2nd Floor
Shield House
Hawken Street
Boskruin
Randburg

E-mail underwriting@quanway.com

Fax 086 575 6265

What the complaint should contain

- Your Full Name , ID Number (Or Registration Number) Contact details of complainant
- If the complainant is not the client or policy holder , the full name , ID number (or registration number) and contact details of client
- Policy Number or Client unique number
- Details of the complaint (including Facts , dates and supporting documents where applicable to enable us to deal with complaint promptly)

Our responsibility to you

- We will acknowledge your complaint in writing as soon as it is received
- The Complaint will be allocated to the appropriate department and the correct staff member will be given the complaint to investigate and we will make sure the complaint will receive proper consideration
- We will attempt to resolve the complaint within (5) weeks of receipt thereof

- We have the appropriate controls in place to ensure that the process is effectively controlled and supervised
- You will be informed of the results of the consideration
- Where the complaint is resolved , we will offer full redress to the complainant in a prompt and effective manner
- Should the outcome not be favourable to the complainant a full written reason for our decision will be made available to the complainant
- A record of the complaint will be kept for 5 years as per the requirement of FAIS legislation

Our Pledge to you

- We are committed to you our client in resolving complaints in a fair , practical and speedily manner
- We will investigate all complaints thoroughly
- We are committed to have the overall process managed suitably and effectively

Take Note

If the outcome of the complaint is unfavourable to the client , or it has not been resolved to the complainants satisfaction:

As per legislation we are required to inform the complainant within six (6) weeks of receiving the complaint , in writing , as well as the reasons why the complaint could not be resolved.

You then have the following recourse:

- Refer the matter to the FAIS Ombud within six (6) months of notification that the complaint could not be resolved in your favour , or within six (6) months of our failure to deal with the complaint
- Refer the matter to the Ombudsman for Short Term Insurance , If the appropriate and within their jurisdiction

Please feel free to contact us if you have any queries or need any assistance

Important Contact details

Quanway Insurance Brokers cc

2nd Floor

Shield House

Hawken Street

Boskruin

Randburg

Tel : 0878022635

Fax : 0865756265

e-mail : underwriting@quanway.com

FAIS Ombud office

P.O Box 74571 , Lynwood Ridge , 0040

Tel : 012 470 9080

E-mail : info@faisombud.co.za

Website : www.faisombud.co.za

Short Term Ombudsman

P.O Box 32334 Braamfontein , 2017

Tel : 011 726 8900

Fax : 011 726 5501

e-mail : info@osti.co.za