



CHALLENGER INSURANCE BROKERS AND CONSULTANTS CC



CC 2000/052528/23
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Authorised Financial
Services Provider
FSP: (17826)

Complaints Procedure

Challenger Insurance Brokers & Consultants CC

1. Purpose and Scope

1.1 Purpose

To provide a clear, transparent, and structured process for receiving, evaluating, and resolving client complaints in accordance with the **FSCA** and **FAIS** (Financial Advisory and Intermediary Services Act, 2002, as amended) requirements.

1.2 Scope

This procedure applies to all complaints lodged by any client or prospective client of **Challenger Insurance Brokers & Consultants CC** regarding the financial services provided or related intermediary services.

2. Definitions

- **Complaint:** An expression of dissatisfaction (written or verbal) regarding a service rendered by Challenger Insurance Brokers & Consultants CC, or any aspect of a financial product or intermediary service offered.
- **Complainant:** The person or entity lodging the complaint.
- **FAIS Ombud:** The statutory ombud for financial service providers, responsible for resolving disputes between FSPs and clients.
- **FSCA:** The Financial Sector Conduct Authority, which supervises financial institutions in South Africa.

3. Guiding Principles

1. **Fairness and Transparency:** All complaints must be handled with impartiality, fairness, and in a transparent manner.
2. **Confidentiality:** Information provided by the complainant remains confidential and is only shared as necessary to resolve the complaint.
3. **Efficiency:** Complaints must be acknowledged promptly, investigated diligently, and resolved within the specified timeframes.

4. **Compliance:** Processes must adhere to all relevant provisions of the **FSCA** rules and **FAIS** regulations, including the General Code of Conduct for authorised Financial Service Providers and Representatives.

4. Lodging a Complaint

1. **Written or Verbal:** A complaint can be lodged in writing (email, letter) or verbally (telephone, in-person).
2. **Channels:**
 - o **Email:** complaints@challenger africa.com
 - o **Phone:** +27 (0) 11 849 2501
 - o **Physical Address:** 83 Sixth Street, Benoni, 1501
3. **Information Required:** The complainant should provide:
 - o Full name and contact details (phone number and/or email address)
 - o Policy number
 - o Description of the complaint and relevant details
 - o Any supporting documents

5. Acknowledgement of Complaints

1. **Timeframe:** Challenger Insurance Brokers & Consultants CC will send a written acknowledgement of the complaint within **2 business days** of receipt.
2. **Reference Number:** Each complaint will be assigned a unique reference number, which should be used for all subsequent communication.
3. **Contact Details:** The acknowledgement will include contact details of the **Complaints Officer** or responsible person assigned to investigate and handle the complaint.

6. Investigation and Assessment

1. **Assignment:** Upon receipt, the **Complaints Officer** will record the complaint in the Complaints Register and assign it to an appropriate staff member or relevant department for investigation.
2. **Fair Review:** Investigations must be carried out impartially, reviewing all relevant documents, policy terms, and client communications.
3. **Evidence Gathering:** The investigating staff member may contact the complainant for further details or clarification if needed.
4. **Timeframe:** The complaint must be investigated and resolved within **15 business days** of receipt whenever possible. If additional time is needed, the complainant must be notified in writing with reasons and an expected timeline.

7. Resolution and Outcome

1. **Decision:** Once the investigation is complete, the Complaints Officer will:
 - o Make a determination on the complaint based on the facts and evidence.
 - o Where applicable, propose remedial action, such as processing a claim, refund, or issuing a formal explanation.
2. **Communication:**
 - o Provide the complainant with the **written outcome** of the investigation, explaining clearly how the decision was reached.
 - o If the complaint is upheld, detail any actions to be taken and timelines for implementation.
 - o If the complaint is rejected, give a clear explanation of the grounds for rejection.

8. Escalation and Appeals

1. **Internal Escalation:** If the complainant is dissatisfied with the outcome, they may request an internal review by senior management or the **Key Individual** at Challenger Insurance Brokers & Consultants CC.
2. **FAIS Ombud:** Should the matter remain unresolved after internal escalation, the complainant has the right to escalate the complaint to the **FAIS Ombud**.
 - o **FAIS Ombud Contact Details:**
 - Address: Eastwood Office Park, Lynnwood, Pretoria, South Africa
 - Telephone: +27 (0) 12 470 9080
 - Email: info@faisombud.co.za
3. **FSCA:** The complainant may also approach the **FSCA** for guidance or further referral if the matter is not resolved to their satisfaction.

9. Record-Keeping and Monitoring

1. **Complaints Register:** All complaints must be logged in a Complaints Register, including:
 - o Date received
 - o Details of complaint
 - o Actions taken
 - o Date resolved and outcome
2. **Retention:** Records of complaints and supporting documents must be retained for **5 years** (or as prescribed by FAIS/FSCA requirements) and stored securely.
3. **Periodic Review:** Management must review complaints data regularly to identify trends, recurring issues, or areas requiring improvement.

10. Training and Awareness

1. **Staff Training:** All staff members, representatives, and Key Individuals must receive training on the complaints procedure, ensuring familiarity with FAIS General Code of Conduct and any updates to FSCA regulations.
2. **Ongoing Education:** Regular refresher training sessions should be conducted to maintain awareness of legislative changes and improvements in complaints-handling best practices.

11. Continuous Improvement

Challenger Insurance Brokers & Consultants CC is committed to continuous improvement in its complaints-handling process. Feedback and lessons learned from resolved complaints will be incorporated into procedures, training, and internal controls to enhance client satisfaction and compliance.

Effective Date

This **Complaints Procedure** is effective from **1 January 2025** and remains in force until amended or replaced by subsequent policies in line with updated legislation or business practices.

Contact Information

- **Complaints Officer:** Christo Spies – Key Individual
- **Email:** complaints@challenger africa.com
- **Telephone:** +27 (0) 11 849 2501

Approved by:

Signature
Christo Spies

Date: 01/01/2025

Note: This policy must be reviewed annually or whenever there are significant regulatory changes, ensuring ongoing compliance with the **FSCA** and **FAIS** requirements.