

Complaints Handling Policy

Policy: CHP/26



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1. Definitions & Abbreviations

Discovery Life Limited	Key stakeholder in the organisation. Blue Mercury Financial Services is a juristic representative of Discovery Life Limited operating directly on Discovery's FSP license
Customer Service	Staff Members that provide the function of servicing the client's policy in line with the regulations with the FSCA. They also fulfil the role of upselling clients on additional benefits and products
FAIS	Financial Advisory and Intermediary Services
TCF	Treating Customers Fairly

2. Introduction

2.1. The purpose of this policy is to provide the correct process that needs to be followed in order for the organization to ensure that complaints are handled in the correct manner to ensure that the customer is being treated fairly.

2.1.1. The policy will outline a detailed process that needs to be followed by the different employee's involved in the process

2.1.2. The policy will ensure that the company complies with the FAIS requirements around complaints handling

3. Objectives of the Policy

3.1. The primary objective of the policy to ensure that the company not only meets the legislative requirements of the FSCA in regard to handling complaints, but also conducts itself in an ethical manner to ensure a sound and positive relationship with our clients.

3.2. The policy should also instill a sense of responsibility and accountability is the different individuals involved to ensure that they take cognizance of the fact that complaints needs to be handled in a timely manner

3.3. The policy should provide practical steps and timelines that should be followed in order to ensure complaints are resolved in a suitable timeframe

3.4. The policy should also address the TCF Act

4. Variations of complaints received

4.1. Complaints vary in nature and it is important to understand each one since they would follow a different process and would also require intervention from different individuals in the business environment:

4.1.1. Process Complaints – These complaints arise from an internal process failure during the initial sales process with the client. The employee providing information on the benefits or details of the specific product failed to follow the correct internal process resulting in a client being dissatisfied.

4.1.2. Customer Service Complaints – These complaints relate to the clients unhappiness with any aspect of their interaction with the customer service team.

4.1.3. Advice Complaints – These complaints would be specific to a representative of the company giving the client incorrect advice or misleading the client

5. Different avenues that complaints are laid

5.1. Telephonically

5.1.1. The client would have the switchboard and lay a compliant with the front desk

5.1.2. The client would call and request to speak to a specific customer service agent that he has previously dealt with

5.2. E-mail

5.2.1. An e-mail would be sent to our general company e-mail address info@bluemercuryfs.co.za

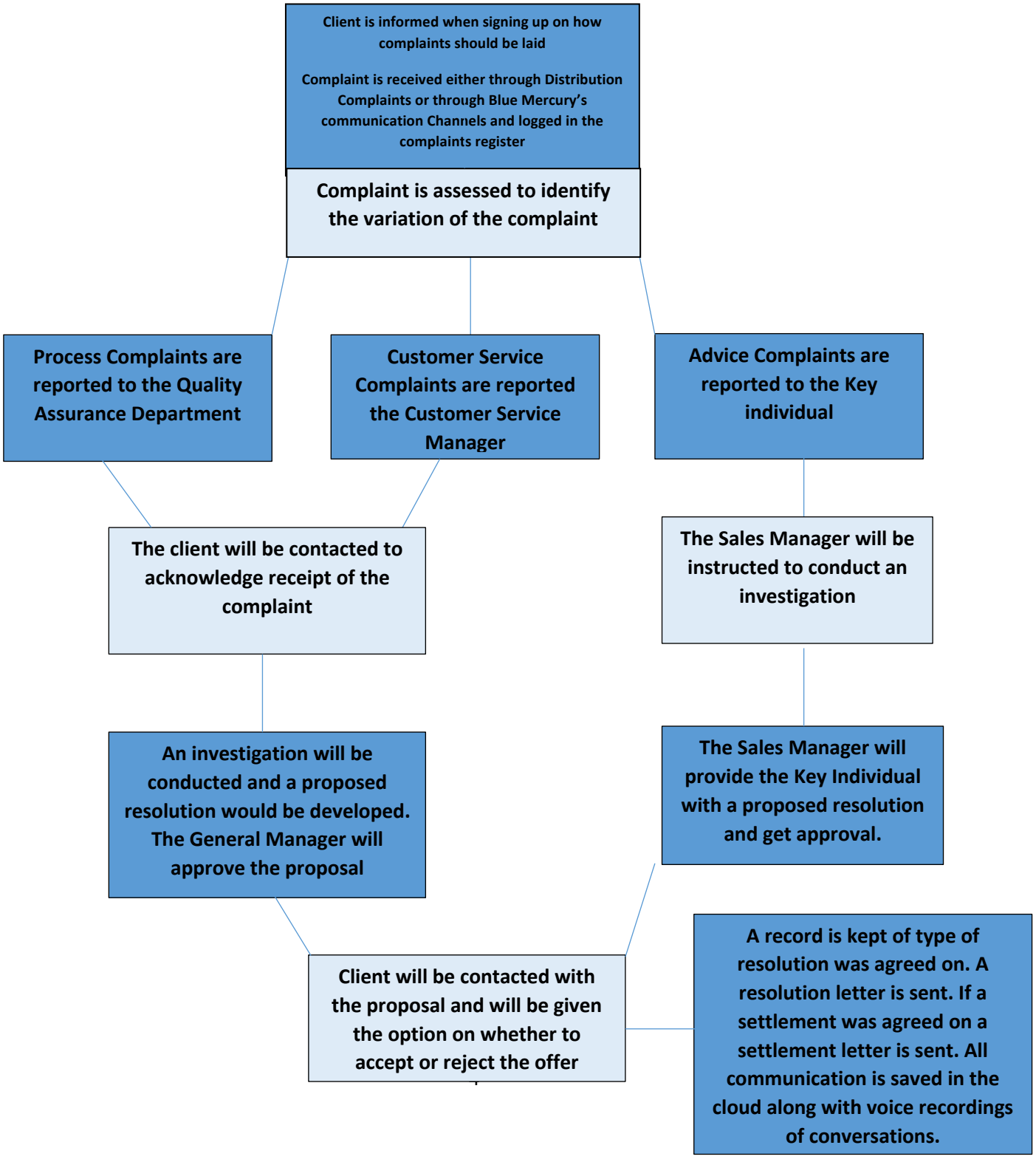
5.2.2. A client would e-mail a specific customer service agent that he has dealt with previously

5.3. The Product Provider

5.3.1. A compliant be laid directly with the product provider and then be communicated to the Sales Manager

6. Process for handling complaints

6.1. The following process should be followed to ensure that complaints are handles correctly:



7. Guidelines for resolutions

7.1. The employee involved in the resolution must ensure that the client is contacted immediately to acknowledge the receipt of the complaint and ensure that the client is reassured that immediate action will be taken

7.2. The proposal for resolution should not exceed 24 hours from receipt of the complaint

7.3. If the client rejects the resolution, the issue should be escalated to the Sales Manager for review and if there is an opportunity for a second recommendation, the client should be contacted again

7.4. All communication and records must be files and kept so that there is case available for review if requested.

8. Monitoring

8.1.1. The complaints register is reviewed by the Sales Manager daily, and the Client Liaison Officer will provide a feedback report on the status of resolutions being proposed and report any necessary escalations

8.1.2. The Key Individuals receives a weekly report from the Client Liaison Officer on all complaints received which includes statistics on the percentage of both accepted and rejected cases. If the number reflected are negative, a meeting will be held with both the Operations Manager and the Sales Manager

8.1.3. The Key Individual and Sales Manager will review the complaints register monthly, to identify the variations of complaints received and to address any problem areas in the business that require improvement.