

Complaint by client

Policy number

Dear Client. Thank you for taking the time to submit your complaint. We consider your complaint as urgent and will respond as soon as possible. As the person complaining, you must give us all information and documents necessary and sufficient to consider and finalize your complaint. Please complete this form fully and correctly, and sign it, in black ink. Then, give it to us with all the documents we need at any of our offices countrywide, or e-mail it to complaints@assupol.co.za or fax it to 087 230 5669.

Documents you must give to us

- certified copy of your ID document
- any other relevant documents

About you

Surname	<input type="text"/>	Initials	<input type="text"/>
ID	<input type="text"/>	Employer	<input type="text"/>
Cell	<input type="text"/>	Tel - work	<input type="text"/>
E-mail	<input type="text"/>	Tel - home	<input type="text"/>
Street address	<input type="text"/>	Postal address	<input type="text"/>
	Code <input type="text"/>		Code <input type="text"/>

Describe your complaint

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What solution do you expect?

Tell us more

Have you previously complained about this matter?	yes	no	not sure
If yes , to whom and when?			

Premium collection

If you have selected the cancellation of the policy and if the premium was deducted from your salary, i.e. Persal/Persol, a second deduction may go through due to cut-off dates of the salary institution, which is out of our control. We will refund premiums deducted and received by Assupol after cancellation, within 20 business days after deduction.

We will deal with your complaint in the following manner

- Your complaint will be investigated and feedback on the outcome will be provided to you by sms or e-mail within 20 business days. If not, we will provide you with an update of the progress of your complaint.
- If you are not satisfied with the outcome of the investigation, you can request the complaint manager at **e-mail:** complaints@assupol.co.za or **fax:** 087 230 5669 to review your complaint. Our complaint resolution procedure is available at assupol.co.za or at any of our branches.
- If, after you have contacted our complaints department, your concern has not been resolved to your satisfaction, you could approach the:
 - *Ombudsman for long-term insurance - about an aspect of your policy* at **e-mail:** info@ombud.co.za or **fax:** 021 674 0951 or **post:** Private Bag X45, Claremont 7735
 - *Fais Ombud - about the conduct of the intermediary who assisted you* at **e-mail:** complaints@faisombud.co.za or **fax:** 021 348 3447 or **post:** PO Box 74571, Lynnwood Ridge, Pretoria, 0040

Your signature

Date

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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I have received a copy of this form?

yes	no
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About Assupol

Assupol Life Ltd - reg no 2010/025083/06 • authorized financial services provider • Summit Place Office Park, Building 6, 221 Garstfontein road, Menlyn, Pretoria • PO Box 35900, Menlo Park, 0102