

HRA Insurance Brokers (Pty) Ltd: Complaints Procedure (FSP 4904)

Should there ever be an occasion where you feel that you are dissatisfied with the advice or service given, HRA will do everything possible to ensure that your complaint is dealt with in a fair, timely and efficient manner.

How to complain:

All complaints must be lodged in writing (with copies of relevant documentation attached) and delivered by hand, fax or email and must be addressed to the Complaints Department. Complaints must be e-mailed to tanya@hrabrokers.co.za.

Within 48 hours we will acknowledge receipt of the complaint in writing.

We will further provide the contact detail of the person responsible for resolving the complaint. This will allow you to request an update of your complaint at any point in time.

All efforts will be made to resolve the complaint within 6 weeks of receipt of the written complaint.

If HRA is unable to resolve the complaint to your satisfaction, we will provide written reasons and advise you of your right to refer the complaint to the Office of the FAIS Ombud.

You have 6 months from receipt of the final notification of the unfavourable outcome to refer the complaint to the Ombud.

All documentation relating to your complaint will be kept for 5 years as required by legislation.

If the complaint is resolved to your satisfaction, HRA will ensure appropriate redress without any delay.

Contact detail to submit claims:

HRA Insurance Brokers (Pty) Ltd
PO Box 1868
Middelburg
Mpumalanga
1050

Tel: 013 243 1995

e-mail: tanya@hrabrokers.co.za

Website: www.hrabrokers.co.za

The FAIS Ombud

PO Box 74571
Lynnwood Ridge
0081

Tel: 0860 324 766

Fax: 012 348 3447

e-mail: info@faisombud.co.za

Website: www.faisombud.co.za