

Reference No:

INSURANCE COMPLAINT FORM

(FSP No: 46094)

To: Insurance Complaints Department	Customer name:
Fax: 087 942 4964	E-mail: <i>insurancecomplaints@africanbank.co.za</i>
Customer's Acc No.:	Customer's ID No.:
Customer's Cell No.:	Customer's Work/Home No.:
Customer's E-mail:	Customer's Fax No.:
Customer's Postal Address:	

Please indicate how future correspondence can be sent to you: (indicate with an 'x')

Branch:		Directly to yourself:		Fax:		E-mail:		SMS:	
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Should you select Branch, please name the Branch:

Full reasons and details of complaint: (Please include all relevant dates):

Details of any documents attached:

CUSTOMER'S SIGNATURE

DATE

PLEASE NOTE: (Information for the Customer)

- This form must be completed and signed by you (the customer). You must retain a copy of this form as proof of submitting the complaint. The other copy must be faxed/e-mailed to the Insurance Complaints Department for appropriate action to be taken.
- The Insurance Complaints Department will deal with the complaint as quickly as possible and undertakes to revert back to you, the customer, within 21 days.
- Should you feel dissatisfied with the outcome, you may contact African Bank's Consumer Advocate Office on 011 256 9284 or fax 011 207 4724 or email consumeradvocate@africanbank.co.za. African Bank has a Consumer Advocate's Office which acts as a consumer watchdog promoting the rights of consumers.
- Should you still feel dissatisfied with this outcome, you may contact the FAIS Ombudsman on 012 470 9080, Fax: 012 348 3447 or P O Box 74571, Lynwood Ridge, 0040.
- You may refer the matter to the Ombudsman for Long-Term Insurance, who provides a free service to consumers who are not happy with responses they receive from an insurance company. Contact them on 0860 103 236, fax: 021 674 0951, e-mail: info@ombud.co.za or Private Bag X45, Claremont, Cape Town, 7735.

FOR OFFICE USE ONLY:

Date Received:	Date SMS sent to Client :
Date Finalised:	Name of Person handling this Complaint:
Complaint Type: <input type="checkbox"/> 1. Product features/design 2. Information/advertising 3. Advice 4. Product Information 5. Customer Service 6. Product Accessibility/Changes 7. Complaints Handling 8. Insurance Claims 9. Other Complaints	

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