

## IUA Complaints Process

1. You may submit a complaint in writing by sending an email to [complaints@iua.co.za](mailto:complaints@iua.co.za). Please ensure to include your full name, policy and/or claim number and a detailed reason for your complaint to enable us to assist you more efficiently.
2. Upon receipt of your complaint, we will, within 2 (two) working days acknowledge receipt of your complaint and your complaint will be assigned to a complaints administrator.
3. The complaints administrator will attempt to identify all issues and if necessary, request further information from you. If you have any new information about your complaint, please send an email to [complaints@iua.co.za](mailto:complaints@iua.co.za).
4. All complaints will be handled in a fair, transparent and friendly manner keeping in line with the outcomes of TCF (Treating Customers Fairly).
5. We will attempt to resolve the complaint within 5 (five) to 10 (ten) working days. We will keep you informed should we encounter any delays.
6. Once the investigation is completed, the complaints administrator will inform you in writing of the outcome of the complaint.
7. If you are unhappy with the outcome of the complaint, you may escalate the complaint to the insurer.
8. If your complaint is not resolved to your satisfaction by the insurer, you may contact the respective Ombud on the details below.

(a) Complaints about how the policy was sold to you:

### **FAIS Ombud**

**Physical Address:**

Menlyn Central Office Building  
125 Dallas Avenue  
Waterkloof Glen  
Pretoria  
0010

**Postal Address:**

P O Box 41  
Menlyn  
0063

**Telephone:**

012 762 5000

**Email:**

[info@faisombud.co.za](mailto:info@faisombud.co.za)

**Website:**

[www.faisombud.co.za](http://www.faisombud.co.za)

(b) Complaints about policy services or claims:

**National Financial Ombud Scheme**

**Physical & Postal Address:**

Johannesburg  
110 Oxford Street  
Houghton Estate  
Illovo  
Johannesburg  
2198

**Physical Address:**

Cape Town  
Claremont Central Building  
6<sup>th</sup> Floor  
6 Vineyard Road  
Claremont  
7708

**Telephone:**

0860 800 900

**Email:**

info@nfosa.co.za

**Website:**

www.nfosa.co.za

(c) Complaints about the violation of your personal information:

**Information Regulator**

**Telephone:**

010 023 5200

**Email:**

POPIAComplaints@info regulator.org.za

**Website:**

www.info regulator.org.za

