

Complaints policy for Commercial & Industrial Acceptances (Pty) Ltd (CIA)

Complaint resolution commitment

In compliance with the Financial Advisory and Intermediary Services Act (hereinafter referred to as the FAIS Act), Commercial & Industrial Acceptances (Pty) Ltd (CIA) is committed to:

- prioritise complaints to ensure a speedy resolution in an open and transparent Manner;
- analyse complaints to enable us to take measures in eradicating areas of risk and to avoid a recurrence of similar problems;
- maintain records of customer complaints for a period of 5 years.

Complaint must be in writing

In order for a complaint to receive the attention that it deserves, we request that your complaint is submitted to us in writing by e-mail to complaints@cia.co.za or by fax to 086 613 6684 or to 13 Riley Road, Bedfordview or to P O Box 615, Bedfordview, 2008. Please ensure, that where the complaint is delivered by hand or by any other means, that you retain proof of delivery.

The nature of the complaint must be relevant

The financial services environment has several role players. We will endeavour to address all reasonable requests from our clients but may also refer you to a more appropriate facility. Where the complaint pertains to any aspect of our service, or any disclosures that ought to be made by us, we will endeavour to address those complaints in writing, within 7 working days.

Procedures

The following is a step-by-step guideline of how a complaint will be dealt with, once received by us:

1. The complaint will be lodged in our central complaints register on the same day that it is made, and confirmation of receipt forwarded to you.

2. The complaint is immediately brought to the attention of the Complaints Consultant at CIA who specialises in complaints handling.
3. The complaint will be acknowledged within 3 working days and thereafter investigated. Feedback will be provided at least every 7 days. Once all information is at hand a panel of senior managers will evaluate the findings where after the outcome of the complaint will be communicated to you.
4. If you are not satisfied with our solution, you may refer the complaint to the Managing Director of our business douglas@cia.co.za. The Managing Director may amend the solution or confirm it. Please be informed that certain decisions may have to be approved by our Insurer, Compass Insurance Company Ltd. In such a case, we will communicate that fact to you, as well as the date on which a decision will be taken.
5. If, after having referred the complaint to the Managing Director, you are still not satisfied with the outcome, we will regard the complaint as being unsatisfactorily resolved. In such a case, you may approach the office of the Ombudsman for Financial Services Providers or if your complaint is claims related to the Ombudsman for Short Term Insurers or take such other steps as may be advised by your legal representatives. The referral to the office of the Ombudsman must be done in accordance with the provisions of section 21 of the FAIS Act and the rules promulgated in terms of that section. In instances where we have not been able to arrive at a resolution within six weeks after you have lodged your complaint, the matter may automatically be referred to the Ombudsman.
6. You must, if you wish to refer a matter to the Ombudsman, do so within a period of six months.
7. The FAIS Ombud – the role of this Ombud is to resolve disputes between intermediaries (brokers) and their clients and may be contacted at the following address:

Physical: Sussex Office Park, Ground Floor, Block B 473 Lynnwood Road, Cnr Lynnwood Road & Sussex Ave, Lynnwood, 0081

Telephone: +27 12 762 5000 / +27 12 470 9080

Facsimile: +27 86 764 1422 / +27 12 348 3447

E-mail: info@faisombud.co.za

Website: www.faisombud.co.za

8. The Ombudsman for Short-Term Insurance (“the OSTI”) – the role of the OSTI is to resolve disputes with insurers, but only in instances where the insurer’s internal complaint procedure has been complied with.



Ombudsman for Short Term Insurance contact details:

Physical: 1 Sturdee Avenue, 1st Floor Block A, Rosebank

Postal: P O Box 32334 Braamfontein, 2017

Telephone: 011 726-8900 | Fax. 011 726-5501 Sharecall: 0860 726 890

E-mail: info@osti.co.za

Website: www.osti.co.za

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Branches in: Johannesburg | Durban | Cape Town | Bloemfontein | Port Elizabeth | Pretoria