

2. COMPLAINT INFORMATION Cont.:

Type of complaint:

- ☐ Product or service design (including fees, premiums and/or other charges)
- ☐ Information provided relating to a product or service
- ☐ Advice relating to a product or service
- ☐ Performance of product, policy or service
- ☐ Service delivery relating to a premium, an investment contribution or the collection or lapse of a product or service
- ☐ Accessibility of product or service
- ☐ Complaints handling
- ☐ Claims and/or non-payment of claims

In your own word please, please tell us what your complaint is about and what occurred:

How would you like us to resolve this issue?

Is there anything else you would like us to take note of?

Please include all relevant correspondence and evidence relating to your complaint.

4. DECLARATION

To the best of my knowledge, everything I have told you is correct. I understand that to help resolve my complaint, you will need to use and keep personal information about me. I understand this might include collecting and exchanging information about my complaint with other relevant parties.

Please email this to complaints@fedgroup.co.za

I agree to the declaration above.

COMPLAINANTS SIGNATURE

Date

D

D

M

M

Y

Y

Y

Y