



Cnr Lima & Olive Road, Olivedale Office Park,
Olivedale, Randburg, 2188

PO Box 68475, Bryanston 2021

Phone : 086 162 0000 | 087 724 1000

Email : info@xinixinsurance.co.za

Website : www.xinixinsurance.co.za

COMPLAINTS PROCEDURE

Dear Client

Our Commitment to you

XINIX (Pty) Ltd is committed to providing the highest standard of service to our customers. Should there ever be an occasion where you feel that we have failed to honour our promise, we will do everything possible to ensure that your complaint is dealt with in a fair, timely and efficient manner. The quickest way to have your complaint addressed is to follow our internal complaints resolution procedure below.

How to complain:-

- ✓ All complaints against XINIX must be lodged in writing either by post, fax or email and must be addressed to the Complaints Department. Complaints must be e-mailed to suren@xinixinsurance.co.za.
- ✓ Please ensure that full details and all supporting documentation relating to your complaint is included in your communication to us.

Once your complaint has been submitted:-

- ✓ We will acknowledge receipt of your complaint in writing, no longer than 2 days later.
- ✓ Once the complaint has been recorded on our complaints register, it will be directed to the relevant division within XINIX. Complaints are handled with careful consideration by the relevant staff member/s who have the necessary expertise and authority to come to a resolution.
- ✓ You will then receive all relevant contact details of the manager/s in charge of your complaint. This is to ensure our complaints procedure is fully transparent allowing you to request an update on the progress of your complaint at any point in time.
- ✓ Depending on the nature of your complaint, we will attempt to resolve the complaint within 6 weeks of receipt of the complaint.
- ✓ We will keep all records relating to your complaint for 5 years as required by legislation.
- ✓ In the event that the complaint cannot be resolved to your satisfaction, we will provide in writing the reasons why.
- ✓ You will receive the steps that are available to you should you wish to take the matter further.



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- ✓ You have 6 months from the date you are made aware of the unfavourable outcome in which you may pursue the complaint with the Ombud.
- ✓ If the complaint is resolved to your satisfaction, XINIX will ensure that the appropriate level of redress is offered without any delay.

Requirement for submitting a complaint to the Office of the Ombud:-

The client may have recourse to the following:-

- ✓ Refer the matter to the FAIS Ombud.
- ✓ The complaint must fall within the ambit of the FAIS Act and the Rules.
- ✓ XINIX must have failed to address the complaint satisfactorily within 6 weeks of its receipt.
- ✓ The act or omission leading to the complaint must have occurred at a time when the Rules were in force.
- ✓ The complaint must not institute a monetary claim in excess of R800 000.
- ✓ The complainant must endeavour to resolve the complaint with XINIX prior to submitting a complaint to the office of the Ombud. The complainant must satisfy the Ombud of this and provide the final response from XINIX as well as the complainant's reason, in writing, for disagreeing with the response.
- ✓ A complaint must be accompanied by available documentation in the complainant's possession.

Contact details:-

FAIS Ombudsman	XINIX (Pty) Ltd
P O Box 74571 Lynwoodridge 0040	P O Box 68475 Bryanston 2021
Telephone Number: (011) 470 9080 Fax Number: (012) 348-3447 Email: info@faisombud.co.za	Telephone Number: (086) 162 1000 Fax Number: 086 551 2485 Email: suren@xinixinsurance.co.za.