

## 1. Submission of a Complaint

The complaint can be submitted to the contact details below;

**Email:** complaints@diime.co.za

**Cell:** 074 053 0000

**Tel:** 012 348 3555

### We need the following information;

- The name and contact details and policy or claims number
- Attach any relevant documents

We will;

- Advise you of any further information or documentation that is required in order to investigate the complaint
- Provide you with the contact details and name of the person who will be investigating the matter.
- If the complaint must be sent to the Product Supplier for resolution we will advise you of their
- Complaints Resolution contact details and your right to use that escalation process direct.
- In the event that a complaint is escalated to the Product Supplier's complaints escalation process then their Escalation information will be provided to you
- A timeframe will be provided to you as to when you will be contacted to provide the resolution or update.
- If the complaint is not yet resolved you will be advised of the reason and the expected time frame in which further feedback will be provided.
- The resolution of the complaint will be advised to you in plain, understandable language that you could use in the event that you wish to take recourse.
- Decisions will be notified to you without delay
- If you are not satisfied with the resolution, you have a right to contact the Product Supplier directly or to approach the Ombud's Office
- Complaints relating to the merits of an insurance claim should be submitted to the Insurance Ombud.

### Contact details:

**Email:** info@insuranceombudsman.co.a

**Sharecall:** 0860 103 236 / 0860 726 89

- All other complaints relating to service or product may be escalated to the FAIS Ombud.

### Contact details:

**Tel:** 012 762 5000

**Sharecall:** 086 066 3274

**Email:** info@faisombud.co.za

**Website:** www.faisombud.co.za

**NOTE :** A complaint related to a non-financial product must follow the same procedure within the business, but may not be escalated to a Financial sector Ombud or the FSCA as they do not have jurisdiction over non-financial products.

## LIONYL-JON PAGE

DIRECTOR

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