

At Bidvest Life, we're committed to keeping our policyholders satisfied and we place the utmost importance on service delivery. If there's anything you're not happy about, we'd like to know about it.

It could be related to any of the following:

- The benefits on your policy
- The advice you've received
- The outcome of a claim
- How we collect your premium
- Any service or admin issues
- Concerns about the information we send you
- How we communicate with you
- How we handle complaints

Step 1

How to submit a complaint

Send us your complaint in writing, along with all the related information and documentation. Please let us know what your desired outcome is. Kindly send your complaint to:

Complaints Co-ordinator:

PostNet Suite 91
Private Bag X01
Umhlanga Rocks
4320

complaints@bidvestlife.co.za
086 010 1119

Step 2

What to expect

You'll receive a reply confirming the receipt of your complaint within 2 days and we will send you the contact details of the person that will be handling your complaint. Our Complaints Co-ordinator will keep you up to date regarding the progress of your complaint. We aim to finalise complaints as soon as possible, however, the process could take up to 15 working days. You will then be advised of the outcome in writing within 15 working days.

Step 3

What to do if you're still not happy

You may escalate your complaint to the Bidvest Life Complaints Resolution Committee. The request for an escalation may be sent to complaintsescalations@bidvestlife.co.za or you may contact the relevant Ombudsman on the details below.

Long-term Insurance Ombudsman:

T +27 21 657 5000
+27 860 103 236
3rd Floor Sunclare Building,
21 Dreyer Street,
Claremont, Cape Town, 7700

F +27 21 674 0951

info@ombud.co.za
Private Bag X45, Claremont,
Cape Town, 7735

www.ombud.co.za

The Financial Sector Conduct Authority:

T +27 12 428 8000
F +27 12 347 0221
Riverwalk Office Park, Block B
41 Matroosberg Road
Ashlea Gardens, Pretoria, 0081

info@fsca.co.za
www.fsca.co.za
PO Box 35655, Menlo Park,
0102

FAIS Ombudsman:

T +27 12 470 9080
+27 12 762 5000

F +27 12 348 3447

info@faisombud.co.za

www.faisombud.co.za

Kasteelpark, Orange
Building, 2nd Floor,
546 Jochemus Street,
Erasmuskloof, Pretoria,

PO Box 74571, Lynnwood
Ridge, 0040