



**COMPLAINTS RESOLUTION POLICY**  
**Steve Slatter Insurance Brokers (Pty) Ltd**  
**An Authorised Financial Services Provider FSP 10663**

**Accessibility of “Complaints Resolution Policy” and method of Publication**

The policy is accessible in electronic or printed format from our office during office hours, and on our website

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## Our Commitment

Our Commitment is to provide the highest standards of service to our customers. We commit to deal with complaints in a fair, efficient and timely manner.

## Complaints Procedure

1. All complaints must be:-
  - Lodged with SSIB in writing.
  - Addressed to The Managing Director, Mr Steve Slatter, either by email, fax or letter: -
    - i. [steve@ssib.co.za](mailto:steve@ssib.co.za)
    - ii. Fax +27 (0)31 5628087
    - iii. SSIB, 17 Lynn Avenue, Glenashley 4051, South Africa.
2. Complaints must include full details and all supporting documentation relating to the complaint.

On submission of your complaint SSIB will institute the following action: -

1. Confirmation of receipt of your complaint will be provided to you.
2. The complaint will be registered into the company's complaints register.
3. Steve Slatter will take all possible action to resolve the complaint within a reasonable period, not exceeding 6 weeks from receipt of the complaint.
4. In the event that no resolution is found within the first 6-week period, we will provide a written explanation of the reason(s) for this.
5. If you are not satisfied with the outcome, and provided that your complaint does not exceed a value of R800,000.00, you are entitled to refer your complaint to the office of the Ombud within a period of 6 months.
6. A complaint registered with the Ombud must be done in accordance with the provisions of Section 21 of the Financial Advisory and Intermediary Services Act 2002 (the FAIS Act) and the rules promulgated in terms of that section.

## Contact Details of the Short-Term Insurance Ombud

The Short-Term Insurance Ombudsman,  
P O Box 32334,  
BRAAMFONTEIN,  
2017.

Tel 011-726 8900

Fax 011-726 5501

Web: [www.osti.co.za](http://www.osti.co.za) e-mail: [info@osti.co.za](mailto:info@osti.co.za)