Regus Johannesburg
Founders Hill Ground Floor,
1 Casino Rd, Founders Hill,
Johannesburg, 1609
P.O Box 8061 | Greenstone |1616
T: + 27 87 821 8777

NAUTICAL
A DIVISION OF NNAC

New National Assurance Company Limited
FSP number: 2603

Complaints Policy

Introduction and the purpose of this policy:

As an authorised financial service provider (FSP), in line with the FAIS Act (financial Advisory and Intermediary Services Act) and the General Code of Conduct, we have established a complaints management framework in order to ensure the effective and transparent resolution of complaints and the fair treatment of our clients and/or persons who are dissatisfied with our service, staff or the products we offer**.**

This document explains the procedure should you wish to complain about any of the services rendered by our business or any of our representatives and sets out the process that we will follow in order to resolve your complaint.

How to submit a complaint

Wherever possible please submit your complaint to us in writing. It can be submitted either by hand, post or via email to the contact details that appear below.

The complaint should contain adequate detail regarding the following, to enable us to deal with the complaint promptly and fairly, and allow for a swift response:

- The full name, ID Number or Company Registration Number and contact details of the complainant
- If the complainant is not the client or policyholder, the full name ID number or Company Registration Number and contact details of the client
- Policy and/or claim number
- Specific details about the nature of the complaint, including the necessary facts, dates and supporting documentation where applicable

Our responsibility

- We will acknowledge receipt of your complaint in writing within 48 Hours it has been received
- The complaint will then be allocated to the appropriate department and staff member to investigate and ensure your complaint receives proper consideration
- You will be informed of the person assigned to handle your complaint, as well as the expected turnaround times and ongoing progress updates in relation to your complaint
- We have the appropriate management controls in place to ensure the consideration process is effectively controlled and supervised, and that the complaints can be escalated and reviewed internally
- We will inform you of the results of the consideration within 15 working days
- Where the complaint is resolved in the favour of the complainant, we will offer a full redress to the complainant in a prompt manner

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- If the outcome is not favourable to the complainant, we will provide full written reasons for our decision, as well as further steps which are available to the complainant
- As required by legislation we will keep and maintain record of the complaint for five (5) years

If the complaint is not resolved to the complainant's satisfaction:

If the outcome of the complaint is unfavourable to the client, or is not resolved to the complainant's satisfaction, you then have the following recourse:

- Refer the matter to the National Financial Ombud Scheme South Africa (NFO), if appropriate and within their jurisdiction, within six (6) months of notification that the complaint could not be resolved in your favour, or within six (6) months of our failure to deal with the complaint

Please feel free to contact us if you have any queries or need any assistance.

Important Contact Details:

Nautical A Division of New National Assurance Company Limited,	
Postal Address	P.O. Box 8061 Greenstone 1616
Physical Address	Regus Johannesburg Founders Hill Ground Floor, 1 Casino Rd, Founders Hill, Johannesburg, 1609
Contact Person	JP Liebenberg
Telephone Number	087 821 8777
E-mail	jpl@nauticalum.co.za

Your Insurer

New National Assurance Company Limited	
Postal Address	P.O. Box 1610 Durban 4000
Physical Address	33 Oxford Road Forest Town Johannesburg 2193 Or 9 Old Main Road, Kloof, 3640
Contact Person	Morongoa Mametja
Telephone Number	031 334 2000
E-mail	complaints@nnac.co.za

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National Financial Ombud Scheme South Africa (NFO)

The National Financial Ombud Scheme South Africa (NFO) is independent and impartial and deals with all disputes for all types of clients that arise out of the provision of advice as dealt with by the FAIS Act, for example, the way a policy was sold or how a service was provided.

National Financial Ombud Scheme South Africa (NFO)	
Physical Address	110 Oxford Road, Houghton Estate, Johannesburg, Gauteng, 2198 Or Claremont Central Building, 6th Floor 6 Vineyard Road, Claremont, Western Cape Province, 7700
Telephone Number	0860 800 900
Email	info@nfosa.co.za
Website	www.nfosa.co.za

FAIS OMNUDSMAN	
Postal Address	P. O. Box 41 Menlyn Park 0063
Telephone Number	*086 066 3274 or (012) 762 5000*
Email	info@faisombud.co.za

FINANCIAL SECTOR CONDUCT AUTHORITY	
Postal Address	P.O. Box 35655 Menlo Park 0102
Telephone Number	*0800 20 37 22*
Facsimile	*(012) 346 6941*
Website	www.fsca.co.za

SASRIA SOC LTD	
Physical Address Postal Address	Physical Address: 36 Ficker Road, Illovo P.O. Box 653367 Benmore, 2010
Telephone Number	(011) 214 0800
Email	contactus@sasria.co.za

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SOUTH AFRICAN INFORMATION REGULATOR	
Physical Address Postal Address	Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191 P.O. Box 31533, Braamfontein, Johannesburg 2017
Telephone Number	*0800 017 160 or (012) 762 5000*
Email	**PAIAComplaints@inforegulator.org.za** **POPIACompliance@inforegulator.org.za**

The complaints policy is intended to provide guidance pertaining to the handling of the complaints.

We are committed to abide by this document and to provide professional service in all our dealings with you.

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