COMPLAINTS POLICY
Platform Insurance Brokers (Pty) Ltd
Registration Number: 2017/656267/07
FSP Number: 55019

1. REGULATORY FRAMEWORK AND PURPOSE
This Complaints Resolution Policy ("the Policy") is adopted in accordance with:
- The Financial Advisory and Intermediary Services Act, 2002 (FAIS Act)
- The General Code of Conduct for Authorized Financial Services Providers and Representatives
- Board Notice 80 of 2003 (Internal Complaint Resolution)
- The Financial Sector Regulation Act, 2017
- FSCA Treating Customers Fairly (TCF) principles

The purpose of this Policy is to establish an effective, fair, and transparent internal complaints management framework to ensure that complaints are handled promptly, consistently, and objectively, and that fair outcomes are achieved for clients.

2. POLICY OBJECTIVES
The objectives of this Policy are to:
- Ensure complaints are resolved in a fair and timely manner
- Provide clients with accessible complaint channels
- Promote consistent complaint handling standards
- Identify root causes and improve service delivery
- Support regulatory reporting and oversight
- Align complaint management with TCF outcomes

3. APPLICATION AND ACCOUNTABILITY
This Policy applies to:
- The FSP
- Key Individuals
- Representatives
- Administrative staff
- Juristic representatives

The Key Individual retains overall accountability for complaints management. A designated Complaints Officer may be appointed to administer the process.

4. DEFINITION OF A COMPLAINT
A complaint is any expression of dissatisfaction by a client relating to:
- A financial service rendered
- Advice provided
- A product recommendation
- Administrative processes
- Conduct of representatives
- Delay, error, or omission
- Financial prejudice or potential prejudice

Routine service requests that are resolved immediately are not classified as complaints unless dissatisfaction persists.

5. TCF ALIGNMENT

Complaints management supports:

- Outcome 1: Fair treatment culture
- Outcome 3: Clear communication
- Outcome 5: Service performance
- Outcome 6: Post-sale barriers removed

Complaint outcomes must be evaluated through a TCF lens.

6. COMPLAINT SUBMISSION CHANNELS

Clients may submit complaints via:

- Email
- Telephone
- Written correspondence
- In person
- Through a representative

Contact details for complaints submission:

Short Term:
Email: Zenn@platformib.co.za
Telephone: 083 299 5438

Long Term/Medical Aid:
Email: Jonathan@platformib.co.za
Telephone: 082 899 3358

7. COMPLAINT HANDLING PROCESS

Step 1 – Acknowledgement

- Complaints shall be acknowledged within 2 business days
- Expected timelines shall be communicated

Step 2 – Logging

The complaint shall be recorded in the Complaints Register including:

- Client details
- Date received
- Nature of complaint
- Responsible person
- Status

Step 3 – Investigation

The investigation may include:

- File review
- Representative input
- Product supplier engagement
- Client clarification
- Compliance review

Investigations must be objective and documented.

Step 4 – Outcome Determination

Possible outcomes include:

- Complaint upheld
- Complaint partially upheld
- Complaint rejected
- Complaint resolved through explanation

Where financial prejudice occurred, appropriate remediation shall be considered.

Step 5 – Client Response

A written response shall include:

- Summary of complaint
- Investigation findings
- Outcome and reasons
- Remedial action (if applicable)
- Escalation rights

8. TIMEFRAMES

- Acknowledgement: within 2 business days
- Resolution target: within 4 weeks
- If unresolved within 4 weeks, progress updates shall be provided

Where delays occur, reasons must be communicated.

9. ESCALATION AND EXTERNAL RECOURSE

If the client is dissatisfied with the outcome, they may escalate to:

FAIS Ombud

Website: https://www.faisombud.co.za

The client shall be informed of this right in the final response.

10. COMPLAINTS REGISTER

The FSP shall maintain a Complaints Register capturing:

- Complaint category
- Root cause
- Outcome
- Resolution timeframe
- Remediation actions

The register must be auditable.

11. ROOT CAUSE ANALYSIS AND REPORTING

Complaints shall be analyzed periodically to identify:

- Systemic issues
- Process failures
- Training needs
- Conduct risks

Findings shall inform business improvements.

12. REMEDIATION AND REDRESS

Where complaints are upheld, remediation may include:

- Correction of records
- Apology
- Process correction
- Financial compensation
- Supplier escalation

Remediation must be fair and proportionate.

13. TRAINING AND AWARENESS

The FSP shall ensure:

- Staff awareness of complaint procedures
- Training on fair complaint handling
- Periodic refresher training

Training records shall be maintained.

14. MONITORING AND GOVERNANCE

Monitoring activities include:

- Register review
- File sampling
- Trend analysis
- Timeliness monitoring

Oversight supports governance and regulatory readiness.

15. RECORD KEEPING

Complaint records shall be retained in accordance with FAIS record-keeping requirements.

16. POLICY REVIEW

This Policy shall be reviewed:

- Annually
- Following regulatory changes
- Following material complaints events
- Following monitoring findings

17.

APPROVAL

This Policy is approved by management of Platform Insurance Brokers (Pty) Ltd and is effective from 1 March 2026