

# COMPLAINTS PROCESS



## 1. Your right to complain.

INN8 recognise that every customer has the right to complain. Our complaints handling ensures that our clients/customers are at the heart of everything and are assured fair treatment. If in doubt that the applicable Business units or employee is being fair or not, as a complainant you can follow the escalation and review process.

## 2. INN8 Internal Complaints Process:

Received Complaints	Acknowledgement	Investigation	Outcome and Response	Objection/ Closure
<ul style="list-style-type: none"><li>Complaints can be received by e-mail, logged on the website ,call, and/or walk-ins.</li><li><b>Complaints e-mail box:</b> hello@inn8.co.za</li><li><b>Call Centre:</b> 0860 004 668</li><li>17 Melrose Boulevard, Melrose Arch, Johannesburg, 2196</li></ul>	<ul style="list-style-type: none"><li>Acknowledgement letter/e-mail will be sent to you with a case number within 24 hours of receipt.</li><li>The case number must be used when making follow-ups with the complaints team.</li></ul>	<ul style="list-style-type: none"><li>Provide updates and case status.</li><li>If a delay is anticipated, we will notify you and keep you updated.</li><li>We will make an effort to resolve your case within 6 weeks of receipt.</li></ul>	<ul style="list-style-type: none"><li>We will provide you with a detailed investigation outcome in a formal response.</li></ul>	<ul style="list-style-type: none"><li>If you are not satisfied with the outcome provided, please refer your matter to the relevant ombudsman office.</li></ul>

## 3. For complaints, queries, and compliments, please complete the Feedback Form including the following information:

- your full names;
- client name/account number;
- details of your complaint; and
- any relevant supporting documents.

# COMPLAINTS PROCESS



## 4. If you are still not satisfied with how your case was resolved, you can escalate your complaint to the relevant Ombud/External Dispute Resolution (EDR) office:

If your complaint or dispute relates to the advice that was given to you by a financial advisor or you are not happy with the service provided by a financial institute:

### **The FAIS Ombudsman:**

Toll-free: 0860 324 766

Tel: +27 12 470 9080 / +27 12 762 5000

Fax: +27 12 648 3447

Email: [info@faisombud.co.za](mailto:info@faisombud.co.za)

Website: [www.faisombud.co.za](http://www.faisombud.co.za)

Postal address: PO Box 74574, Lynnwood Ridge, 0040.

Physical address: Menlyn Central Office Building, 125 Dallas Avenue, Waterkloof Glen, Pretoria 0010

If your complaint or dispute is about your retirement fund (Preservation funds/Retirement Annuity):

### **The Pension Funds Adjudicator:**

Tel: +27 12 346 1738 / +27 12 748 4000

Fax: +27 86 693 7472

Email: [enquiries@pfa.org.za](mailto:enquiries@pfa.org.za)

Website: [www.pfa.co.za](http://www.pfa.co.za)

Postal address: PO Box 58, Menlyn, 0063.

Physical address: Riverwalk Office Park, Block A, 4th Floor, 41 Matroosberg Road, Ashlea Gardens, Pretoria, 0181.

If your complaint or dispute is about your contract administration on a policy or about a policy/contractual matters

### **The National Financial Ombud Scheme South Africa (NFO)**

Lead Ombud

Tel: 0860 800 900

WhatsApp: +27 (0) 66 473 0157

Email: [info@nfosa.co.za](mailto:info@nfosa.co.za)

Website: [www.nfosa.co.za](http://www.nfosa.co.za)

Postal address: 110 Oxford Road, Houghton Estate, Illovo, Johannesburg, 2198

Physical address: Claremont Central Building, 6th Floor, 6 Vineyard Road, Claremont, 7708

If your complaint or dispute is about reporting irregularities or how the industry is regulated:

### **The Financial Sector Conduct Authority**

The Commissioner

Tel: 012 428 8000

Fax: 012 346 6941

Email: [info@fsca.co.za](mailto:info@fsca.co.za)

Website: [www.fsca.co.za](http://www.fsca.co.za)

Postal address: PO Box 35655 Menlo Park 0102

Physical address: 41 Matroosberg Rd, Ashlea Gardens, Pretoria, 0002