



FEVERTREE FINANCE (PTY) LTD

COMPLAINTS HANDLING PROCEDURE (“CHP”)

FSP 44281

POLICY DOCUMENT COMPILED 26 March 2014

Complaints handling procedure

1. Introduction:

This Procedure is drafted in terms of sections 16 to 19 of the FAIS Act General Code of Conduct for Financial Services Providers and Representatives.

FeverTree Finance (Pty) Limited ("FeverTree") is an administrative intermediary licenced and registered with the Financial Services Board as an Authorised Financial Services Provider ("FSP") with licence number 44281. The Company is majority-owned by KFML Holdings Limited ("KFML"). Ownership Information regarding the ownership of the Company can be accessed from the Financial Director KFML (charles@fml.co.za).

As an authorised FSP, the Company is obliged to comply with the prescribed complaints handling procedure. All employees of the Company who are involved in the business of the Company are obliged to conduct themselves in a professional manner and in line with this Procedure.

2. Purpose of this Procedure:

The purpose of this Procedure is to set out the parameters for managing any complaints, defined below, received from a client. It reflects FeverTree's commitment to maintain and manage an internal complaints resolution system and procedures. Compliance with this Procedure is to ensure that when a complaint is received that it is managed, recorded and responded to within the required regulatory timeline.

3. Leadership:

The Company's Director oversees the business of the Company including the compliance with all applicable legislation, and Policies and procedures. Directors and Management of the Company play a key role in ensuring the appropriate application of this Procedure by employees.

Management is obliged to maintain a workplace environment that nurtures and ensures compliance with this procedure and supports an environment that reflects a responsibility to conduct itself with integrity, fairness and dignity and act in an ethical manner in all its dealings with the public, customers and other industry participants.

4. The Procedure applies to:

This Procedure will apply in all instances where a complaint arises out of a financial service rendered by a representative or a FSP in terms of FAIS.

All employees are required to comply with this Procedure.

The Procedure applies across all facets of the Company's business.

5. Definition of a complaint:

A 'complaint' is specific complaint relating to a financial service rendered by a financial services provider and in which it is alleged that the provider or its representative:

- 5.1 contravened a provision of FAIS and caused (or will cause) the complainant to suffer financial prejudice or damage;
- 5.2 has wilfully or negligently rendered a service that has caused (or will cause) financial prejudice or damage; and/or
- 5.3 have treated the complainant unfairly.

6. How to lodge a complaint:

All customers are given a document disclosing the essential and statutory information including how to direct complaints. *(A copy of which is annexed to this procedure)*

When contacted in accordance with the disclosure document the customer will be advised that the company's procedure requires:

- 6.1 A complaint must be submitted in writing to FeverTree either by hand, post, fax or email.
- 6.2 As soon as a complaint is received, FeverTree will acknowledge receipt thereof in writing.
- 6.3 The complaint should contain sufficient detail and must include:
 - 6.3.1 The name of the client and details of the client's transaction (practice location, date of service etc.);
 - 6.3.2 The full name, ID number and contact details of the complainant as well as proof of authority to act on behalf of the customer if not the customer; and
 - 6.3.3 Specific details about the nature of the complaint, which would include sufficient facts, dates and supporting documentation to enable FeverTree to deal with the complaint quickly and fairly.

7. How FeverTree will manage the complaint:

- 7.1 The complaint will be forwarded to the key representative as soon as possible who will then acknowledge receipt of your complaint in writing as soon as possible.
- 7.2 The key representative will take steps to investigate the complaint and attempt to resolve the complaint within six weeks of receipt thereof.
- 7.3 The key representative will work with all the relevant parties including the systems supplier, the product supplier and the relevant franchised practice or practices to take appropriate steps to ensure the avoidance of future occurrences giving rise to such complaints and for improving the services.

7.4 In the event that the complaint cannot be resolved, the key representative will advise the complainant in writing the reasons why the complaint could not be resolved and what further steps are available to the complainant.

7.5 FeverTree will keep records of all complaints for five years and maintain a complaints register.

8 Referral to the Ombudsman

If FeverTree has not resolved a complaint within 6 weeks, or where the complaint has been dismissed or where the customer is not satisfied with the results of the investigation into the complaint, the customer may, within 6 months, refer the complaint to the Ombudsman whose details is as follows:

THE INSURANCE OMBUDSMAN

P O Box 32334

Braamfontein

2017

Tel: +27 (11) 726 8900 Fax: +27 (11) 726 5501

Website: www.insuranceombudsman.co.za

Particulars of the Financial Advisory & Intermediary Services (FAIS) Ombudsman

THE FAIS OMBUDSMAN

P O Box 74571

Lynwood Ridge

0040

Tel: 0860324766 Fax: +27 (12) 348 3447

Website: www.faisombud.co.za

Particulars of Registrar of Short-Term Insurance

REGISTRAR OF SHORT-TERM INSURANCE

FINANCIAL SERVICES BOARD

P O Box 35655

Menlo Park

0102

Tel: +27 (12) 428 8000 Fax: +27 (12) 347 0221

Website: www.fsb.co.za

9. Publication and reporting:

This Procedure is available on the Company's/KFML's intranet site.

It will be reviewed from time to time and the key individual is responsible for publishing any amendments/updated versions.

PUBLISHED: June 2013

UPDATED:

**STATUTORY NOTICE TO SHORT-TERM INSURANCE POLICYHOLDERS
IN TERMS OF THE GENERAL CODE OF CONDUCT FOR AUTHORISED
FINANCIAL SERVICE PROVIDERS AND/OR REPRESENTATIVES**

In terms of the Financial Advisory and Intermediary Services Act, you have the right
to the following information: **PLEASE READ CAREFULLY**

ABOUT THE ADMINISTRATOR	
(a) Name, physical address, postal address, telephone and facsimile	FeverTree Finance (Pty) Ltd (“FeverTree”) is a company incorporated in terms of the laws of South Africa bearing company registration number 2001/011185/07 Physical Address : Unit 3a,5 Fricker road,Illovo,Johannesburg,2196 Postal Address : Unit 3a, 5 Fricker road,Illovo,Johannesburg,2196 Telephone : +27 (11) 268 6438 Facsimile : +27 (86) 675 5556
(b) Legal and contractual status and interest in the insurer	FeverTree is a licensed Financial Services Provider (FSP no. 44281) FeverTree acts in an administrator capacity in accordance with the mandate which is in place with Guardrisk
(c) Professional Indemnity and Fidelity Guarantee cover	FeverTree does have Professional Indemnity and Fidelity Guarantee insurance cover through its holding company, KFML Holdings Ltd
(d) Key Individual contact details	The Key Individual of FeverTree FSP (Malcolm Stewart) is contactable on the above details
(e) Complaints Department	Should you have a complaint kindly contact the Key Individual
(f) Type of policy involved	FeverTree is authorised to render intermediary services pertaining to short-term insurance - Category 1:Personal and commercial Lines Please see your policy for individual insurance details
(g) Extent of premium obligations you assume as policyholder	Your invoice details the extent of premium obligations you assume as policyholder and any commissions or expenses included
(h) Manner of payment of premium, due date of premiums and consequences of non-payment	Your policy details the manner of payment of premium, due date of premiums and consequences of non-payment
ABOUT THE INSURER	
1) Name, physical address, postal address, telephone and facsimile number and web site	Guardrisk Insurance Company Ltd (Guardrisk) is a company incorporated in terms of the laws of South Africa bearing company registration number 1992/001639/06 and FSP number 75 Physical Address : 4 th floor, Alexander Forbes Place, 90 Rivonia Rd, Sandton, 2146 Postal Address : P O Box 786015, Sandton, 2146 Telephone : + 27 (11) 669 1000 Facsimile : + 27 (11) 669 1931 Web site : www.guardrisk.co.za
2) General description	Guardrisk is a specialist insurer providing cell captive facilities (cells) to its clients. Each cell provides cover for its own specific risks and each client is required to maintain its cell’s solvency. Any economic benefit derived from the cover provided accrues to the cell.
3) Compliance / Complaints Department	All complaints regarding the <u>features of the product</u> must be referred to Guardrisk and can be forwarded to its Compliance Officer

Telephone : + 27 (11) 669 1039
Facsimile : + 27 (11) 669 2792
E-mail1 : compliance@guardrisk.co.za
E-mail2 : complaints@guardrisk.co.za

Please note that all complaints regarding services received from FeverTree must be referred to the Key Individual detailed in (c) above

OTHER MATTERS OF IMPORTANCE

If any complaint to the Administrator or Insurer is not resolved to your satisfaction, you may submit the complaint to the Registrar of Short Term Insurance. Polygraph or any lie detector test is not obligatory in the event of a claim and the failure thereof may not be sole reason for repudiating a claim. If the premium is paid by debit order: it may only be in favour of one person and may not be transferred without your approval; and the Insurer must inform you at least 30 days before the cancellation thereof, in writing, of its intention to cancel such debit order.

WARNING

Do not sign any blank or partially completed application form. Complete all forms in ink. Keep all documents handed to you. Make note as to what is said to you. Don't be pressurised to buy the product. Incorrect or non-disclosure by you may impact on any claims arising from your contract of insurance.

Particulars of Ombudsman who is available to advise you in the event of claims problems that are not satisfactorily resolved by the Administrator and/or the Insurer

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P O Box 32334
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2017

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