

COMPLIMENTS AND COMPLAINTS RESOLUTION PROCESS

COMPLIMENTS

HAVE WE MADE YOU SMILE TODAY?

IF WE HAVE, WE WOULD LOVE TO HEAR FROM YOU.

Not only is a compliment praise, but encouragement too – and by complimenting us, you are encouraging us to improve and evolve, with you our valued partner in mind.

THERE ARE TWO WAYS TO LET US KNOW:

1. If you would prefer to talk to us about 'who made your day' you are welcome to call us on (011)023-6561.
2. If it's more convenient to send us your compliment via email, please email info@beyonda.co.za.

WHAT WE WILL NEED FROM YOU:

1. Your name and contact details
2. Your policy number
3. Your claim number (if applicable)
4. A brief description

Please provide us with a brief description of 'who made your day' and what they did to make you smile.

Within 24 hours, we will acknowledge receipt of your compliment in writing. We will also forward it on to the person and their manager who made a difference to your day.

COMPLAINTS

AT BEYONDA, WE DEDICATE OURSELVES TO TREATING YOU, OUR VALUED CLIENT, FAIRLY BY GIVING YOU THE BEST POSSIBLE SERVICE, BUT SOMETIMES WE DON'T ALWAYS GET IT RIGHT.

That's why it's important for us to know how we and our partners can improve your experience with us.

THERE ARE TWO WAYS TO LET US KNOW:

1. If you would prefer to talk to us about your complaint; you are welcome to call us on (011)023-6561.
2. If it's more convenient to send us your complaint via email, please email us on info@beyonda.co.za.

And whilst our aim is to resolve your inquiry as quickly as possible; for investigative and tracking purposes, we may ask you to put your inquiry in writing.

WHAT WE WILL NEED FROM YOU:

1. Your name and contact details
2. Your policy number
3. Your claim number (if applicable)
4. A brief description. Please provide us with a brief description of what your complaint is about and how you would like us to resolve it.

Within 24hrs we will acknowledge receipt of your complaint in writing.

OVER A PERIOD OF 5 WORKING DAYS WE WILL INVESTIGATE, EVALUATE AND ASSESS YOUR COMPLAINT.

BY THE FIFTH WORKING DAY you will receive feedback in writing of what action will be taken, the time frame and process you can expect for resolution.

SHOULD YOUR COMPLAINT INVOLVE A PARTNER OF BEYONDA you will receive further feedback from us as to what action, time frame and process you can expect for resolution.

WITHIN SIX WEEKS of us receiving your complaint you will receive in writing a final resolution and outcome to your complaint.

IF APPLICABLE

Should you be dissatisfied with the outcome of your complaint; we will refer and encourage you to contact either:

National Financial Ombud Scheme SA NPC: 086 080 0900 / info@nfosa.co.za / www.nfosa.co.za;
FAIS Ombudsman: 086 066 3274 / info@faisombud.co.za / www.faisombud.co.za

