

# COMPLAINTS BROCHURE

JUNE 2024

glacier  
by Sanlam

## WHAT TO DO IF YOU ARE DISSATISFIED WITH OUR SERVICE OR PRODUCTS

### Your views are important to us

Our clients are invaluable to us and we want to provide them with the best world class service. We therefore welcome your feedback. Should you be dissatisfied with any aspect of our service or products, please let us know through one of the channels below. A competent team, specifically trained to handle and resolve complaints, will investigate and try to resolve it as soon as possible in a fair manner.

#### How to contact us:



**Telephone:**

+27 21 917 9002 / 0860 452 364



**Email:**

client.services@glacier.co.za

### How we will take care of complaints

- We will acknowledge receipt of your complaint.
- We will give you the contact details of the person who will deal with your complaint.
- We will investigate the complaint and try to resolve it in a fair manner.
- Once we have dealt with your complaint, we will learn from the experience and improve our offerings to you where possible.

### Complain to the Sanlam Arbitrator if you are dissatisfied with the outcome

If the complaint has not been resolved to your satisfaction, you may refer it to the Sanlam Arbitrator, an impartial person, that investigates disputes between dissatisfied clients and Glacier. The contact details of the Sanlam Arbitrator are:

**Fax:** +27 21 957 1786

**Email:** arbitrator@sanlam.co.za

### Complain to an external ombudsman if you are still dissatisfied

If you are dissatisfied with the Sanlam Arbitrator's answer, you may send your complaint to the relevant ombudsman:

Advice complaints	Retirement Fund complaints	Service & product complaints
<p><b>The FAIS Ombud:</b> <b>Tel:</b> +27 12 762 5000 0860 663 274 <b>Fax:</b> +27 12 348 3447 <b>Email:</b> info@faisombud.co.za <b>Website:</b> www.faisombud.co.za</p>	<p><b>The Pension Funds Adjudicator</b> <b>Tel:</b> +27 12 346 1738 +27 12 748 4000 <b>Fax:</b> 086 693 7472 <b>Email:</b> enquiries@pfa.org.za <b>Website:</b> www.pfa.org.za</p>	<p><b>National Financial Ombud Scheme South Africa NPC (the NFO):</b></p> <p><b>Johannesburg (head office)</b> (Postal &amp; physical address): 110 Oxford Road, Houghton Estate, Illovo, Johannesburg, 2198</p> <p><b>Cape Town physical address:</b> Claremont Central Building, 6th Floor, 6 Vineyard Road, Claremont, 7708 <b>Tel:</b> 0860 800 900 <b>Email:</b> info@nfosa.co.za <b>Website:</b> www.nfosa.co.za</p>

### Complain to the Information Regulator if you are dissatisfied with how we handle your information

The contact details for the office of the Information Regulator of South Africa are:

**Email for complaints:**

POPIAComplaints@info regulator.org.za

PAIAComplaints@info regulator.org.za

**Email for general enquiries:**

enquiries@info regulator.org.za

Glacier Financial Solutions (Pty) Ltd. | A member of the Sanlam Group | Private Bag X5 | Tyger Valley 7536 | Email client.services@glacier.co.za | Tel +27 21 917 9002 / 0860 452 364 | Fax +27 21 947 9210 | Web www.glacier.co.za | Reg No 1999/025360/07 | Licensed Financial Services Provider

Sanlam Life Insurance Ltd. | Email life@sanlam.co.za | Tel + 27 21 916 5000 / 0860 726 526 | Fax +27 21 947 9440 | Reg No 1998/021121/06 | Licensed Life Insurer, authorised Financial Services Provider and registered Credit Provider (NCRCP43)

## COMPLAINTS FORM

Please use this form to tell us what you are dissatisfied about. When you submit this form to us, you are sharing your personal information, and acknowledge that you know why we need your personal information, what we will do with it, and what your rights are. For more information, please view our complete privacy policy at: <https://www.sanlam.com/sanlams-privacy-policy>

### Your personal information

Title: Mr  Mrs  Miss  Ms  Prof  Dr  Rev  Other  Please mark the applicable option.

First name: ..... Surname: .....

Identity or passport number: .....

How would you like us to contact you? Email  Phone  Letter  Fax

Please give the relevant information below:

Address: .....

.....

..... Postal code: .....

Email: .....

Contact numbers: Home (.....) ..... Cell (.....) .....

Work (.....) ..... Fax (.....) .....

### What are you dissatisfied with?

Service  Product  Advice  Other  .....

If the complaint is about your Glacier Investment, please give the investment number: .....

### In your own words what are you dissatisfied about?

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### How would you like us to resolve the problem?

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**Note:** If there is not enough space on this page, you may attach an additional page. Please also attach any supporting documents.