

# Sensible Risk Solutions (Pty) Ltd

Company Registration No. 2014/204790/07    Vat No. 4330279342    FSP No. 48159



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## Sensible Risk Solutions (Pty) Ltd FSP No 48159 Complaints Policy

This document as a guideline to comply with statutory procedural requirements.

The executive of the business has set in place a policy and this document set out the procedures that need to be followed to ensure compliance with the policy. Relevant staff members are required to confirm that they understand their assigned duties and responsibilities.

All complaint's will always be handled in accordance with all legislation, regulations and codes of conduct that apply to all Sensible Risk Solutions (Pty) Ltd business activities.

The Policies and Procedures for complaints must always comply with the Policy Holders Protection Rules and ensure that all the outcomes relating Adverting and Treating Customers Fairly are achieved in terms of:

- There must be documented procedures and policies in place
- A complaints management framework
- The allocation of responsibilities to handle complaints
- The categorization of complaints
- A complaints escalation and review process
- Continuous monitoring, review and analysis
- Continuous communication with the complaint

HENRY ANSARA

Name of Key Individual

  
Signature of Key Individual

ROODHPOORT  
Place

25 April 2018  
Date

Directors  
H J Ansara BA LLB Dip Arb MBL  
F W Verhagen BSC (Information Processing) B Com (Hons) Accounting CA (SA)