



## 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. Therefore, we 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 complaints, will investigate and try to resolve it in a fair manner.

#### Where to send your complaint:



Telephone:  
+27 21 917 9002 / 0860 452 364  
Fax:  
+27 21 947 9210



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 (Policies)
<p><b>The Fais Ombud</b> Tel: +27 12 470 9080 Fax: +27 12 348 3447 Email: info@faisombud.co.za Website: www.faisombud.co.za</p>	<p><b>The Pension Funds Adjudicator</b> Tel: +27 12 346 1738 Fax: 086 693 7472 Email: enquiries@pfa.org.za Website: www.pfa.org.za</p>	<p><b>The Ombudsman for Long Term Insurance</b> Tel: +27 21 657 5000 Fax: +27 21 647 0951 Email: info@ombud.co.za Website: www.ombud.co.za</p>

## COMPLAINTS FORM

Please use this form to tell us what you are dissatisfied about.

### Your personal information

Title: Mr  Mrs  Miss  Ms  Prof  Dr  Rev  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: .....

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..... 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.