



glacier  
by Sanlam

## COMPLIMENTS AND COMPLAINTS

### 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. If we have delighted you, we would like to know in order to motivate and reward our people. Should you be dissatisfied with any aspect of our service or products, we would like to hear about it in order to improve where possible.

If our service, or your Glacier solution, does not match your expectations, or if we have made a mistake, please let us know through one of the channels below. A competent team, specifically trained to handle and resolve complaints, will investigate the matter and aim to resolve it in an efficient and fair manner.

### Our contact details:



Telephone:  
+27 21 917 9002 / 0860 452 364



Email:  
[client.services@glacier.co.za](mailto:client.services@glacier.co.za)

### What will we do with your compliment?

We will make sure that the relevant person or owner of the product that delighted you receives this feedback.

### How will we handle your complaint?

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

### What to do 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 authority who investigates complaints objectively, and settles disagreements between dissatisfied clients and Glacier or other subsidiaries of Sanlam.

The contact details of the Sanlam Arbitrator are:

Fax: +27 21 957 1786

Email: [arbitrator@sanlam.co.za](mailto:arbitrator@sanlam.co.za)

### What to do if you are still dissatisfied with the outcome

If your complaint was not resolved to your satisfaction you have the option to refer it to the appropriate Ombud as indicated below:

Advice complaints	Retirement Fund Complaints	Service & product complaints (Policies)
<b>The Fais Ombud</b> Tel: +27 12 470 9080 Fax: +27 12 348 3447 Email: <a href="mailto:info@faisombud.co.za">info@faisombud.co.za</a> Website: <a href="http://www.faisombud.co.za">www.faisombud.co.za</a>	<b>The Pension Funds Adjudicator</b> Tel: +27 12 346 1738 Fax: 086 693 7472 Email: <a href="mailto:enquiries@pfa.org.za">enquiries@pfa.org.za</a> Website: <a href="http://www.pfa.org.za">www.pfa.org.za</a>	<b>The Ombudsman for Long Term Insurance</b> Tel: +27 21 657 5000 Fax: +27 21 647 0951 Email: <a href="mailto:info@ombud.co.za">info@ombud.co.za</a> Website: <a href="http://www.ombud.co.za">www.ombud.co.za</a>

# 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 select applicable option

First names: ..... Surname: .....

Identity / Passport number: .....

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

Please supply the relevant information below:

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

Email address: .....

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

## What is your complaint about?

Service  A product  Advice  Other  .....

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

## Please provide details about your complaint

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## How would you like us to resolve your complaint?

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**Note:** If you have documents you want us to see, you are welcome to attach them.