



FSP License No. 14065 2007/050189/23
courtyard Insurance Brokers CC.

VAT No.
4790184156

Tell: (011) 892 - 0843

296 Trichardt Rd

Postnet Suite 057

Email:

Parkdene

Private Bag X1

zami@courtyardinsurancebrokers.co.za

Boksburg

Cinda Park

Website:

1459

1463

www.courtyardinsurancebrokers.co.za

COURTYARD INSURANCE BROKERS CC
Complaints Handling Procedure

PREAMBLE:

Committed to resolving any direct complaints promptly and in a finely manner with a outcome that is fair to both the client and Courtyard Insurance Brokers CC.

PROCEDURE:

1. Telephonic at (011) 892 0843
2. You will be requested to put your complaint in writing:
Postnet Suite 057
Private Bag X1
Cinda Park
1463
Email Address: zami@courtyardinsurancebrokers.co.za
3. On receipt of the written complaint Courtyard Insurance Brokers CC will endeavour to provide a solution to the complaint, either alone or with assistance of the product provider, should the complaint be so resolved within 48 working hours to the satisfaction of the complainant, it will be recorded as an enquiry.
4. If the problem is not resolved to the satisfaction of the complainant, the complaint will be escalated to the product provider.

Any complaint related to underwriting or claims issues will as a matter of procedure be referred to the product provider.

COMPLIANCE ARRANGEMENTS

Courtyard Insurance Brokers CC, as a licensed Financial Service Provider has the required compliance arrangements in place.

The company's compliance officer is Mr. Craig Omrod 011 678 2533.