



### **How to submit a complaint**

Wherever possible please submit your complaint to us in writing. It can be submitted either by hand, post, fax or via email to the contact details that appear below.

The complainant should contain adequate detail regarding the following, to enable us to deal with the complaint promptly and fairly, and allow for a swift response:

- The full name, ID number (or registration number) and contact details of the complainant
- If the complainant is not the client or policyholder, the full name, ID number (or registration number) and contact details of the client.
- Policy/claim number
- Specific details about the nature of the complaint, including the necessary facts, dates and supporting documentation where applicable.

### **Our Responsibility:**

- We will acknowledge receipt of your complaint in writing as soon as possible after it has been received.
- The complaint will then be allocated to the appropriate department and staff member to investigate and ensure your complaint receives proper consideration.
- You will be informed of the person assigned to handle your complaint, as well as the expected turnaround times and ongoing progress updates in relation to your complaint.
- We have the appropriate management controls in place to ensure the consideration process is effectively controlled and supervised, and that complaints can be escalated and reviewed internally.
- We will inform you of the results of the consideration.
- Where the complaint is resolved in the favour of the complainant, we will offer a full redress to the complainant in a prompt manner.
- If the outcome is not favourable to the complainant, we will provide full written reasons for our decision, as well as further steps which are available to the complainant.
- As required by legislation we will keep and maintain record of the complaint for five (5) years.

If the complaint is not resolved to the complainant's satisfaction

If the outcome of the complaint is unfavourable to the client, or is not resolved to the complainant's satisfaction, you then have the following recourse:

- Refer the matter to the FAIS Ombud within six (6) months of notification that the complaint could not be resolved in your favour, or within six (6) months of our failure to deal with the complaint.
- Refer the matter to either the Ombudsman for Short Terms Insurance, if appropriate and within their jurisdiction.

Please feel free to contact us if you have any queries or need any assistance.

**Important Contact Details:**

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FDM Engineering Underwriters Pty Ltd

Postal address: Same as Physical Address

Physical Address: Unit 34-37, Oaklane Office Park, 111 Grippen Road, Bartlett, Boksburg, 1459

Contact person's name: Darren Pretorius/Fergus Mc Namara

Tel: 011 823 6368 or 082 493 4090 (Fergus Mc Namara) Or 076 646 8952 (Darren Pretorius)

Email: [darren@fdmengineering.co.za](mailto:darren@fdmengineering.co.za)/[fergus@fdmengineering.co.za](mailto:fergus@fdmengineering.co.za)

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**FAIS Ombud**

The FAIS Ombud is independent and impartial and deals with all disputes for all types of clients that arise out of the provision of advice as dealt with by the FAIS Act, for example, the way a policy was sold or how a service was provided.

P O Box 41 Menlyn Park

Tel: 012 762 5000

Sharecall: 086 066 3247

Emails: [info@faisombud.co.za](mailto:info@faisombud.co.za)

Website: [www.faisombud.co.za](http://www.faisombud.co.za)

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**National Financial Ombud Scheme:** a single port of entry for all insurance complaints relating to short-term insurance contracts.

NFO Johannesburg Office

110 Oxford Rd

Houghton Estate

Johannesburg, Gauteng

2198

Email: [info@nfosa.co.za](mailto:info@nfosa.co.za)

Tel: 0860 800 900

Website: [www.nfosa.co.za](http://www.nfosa.co.za)

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