

COMPLAINTS POLICY

Rodel Administration Services (Pty) Ltd

Purpose of this Complaints Policy

In terms of the FAIS General Code of Conduct, Rodel Administration Services (Pty) Ltd must have a documented complaints management and resolution procedure that enables the consideration of complaints after suitable investigation and review of the information and circumstances and delivers on our commitment and legal obligation to treat clients fairly.

This policy should be read in conjunction with our TCF policy.

A complaint is: An expression of dissatisfaction relating to a financial product sold or marketed or financial service of Rodel Administration Services (Pty) Ltd's which alleges that we have:

- (a) treated the client unfairly, or
- (b) prejudiced the client through poor administration, deliberate or negligent acts or
- (c) we have failed to comply with an agreement with the client or
- (d) any applicable law, rule or code of conduct which we are bound by or subscribe to.

We consider the following laws and codes to be applicable in this context: the FAIS Act, FAIS General Code of Conduct and Fit & Proper Regulations, the Insurance Act and the Policyholder Protection Rules as well as the FIA/SAUMA/SAIA Code of Conduct.

Note that the complaint can be lodged by someone representing the client or even by someone we have marketed to and includes an individual member of any scheme business we write.

All complaints must be handled in accordance with this policy. However, some issues are of such a nature as to be able to be speedily resolved; thus any complaint received and resolved to the clients' satisfaction within five days will not be considered as necessary to report on and will be captured as a "query" in our complaints management system.

Responsibilities:

Rodel Administration Services (Pty) Ltd has appointed Zeno Janse van Rensburg and Leanà De Jesuz as the primary person/team to investigate and resolve any complaints.

Zeno Janse van Rensburg and Leanà De Jesuz through their position(s) as Head of Operations and Finance, Compliance Officer & Human Resources have appropriate access to the necessary records and sufficient authority to investigate and make final decisions to resolve complaints.

Additionally, they have the necessary experience, knowledge and skills in complaints handling, TCF, our products and services and the legislative framework.



We do not remunerate Zeno Janse van Rensburg and Leanà De Jesuz in relation to any outcome or number of complaints.

We will ensure that no cases of conflict of interest arise in the handling of complaints. Should any person handling a complaint determine that they are in a conflicted position then an alternate person will take over the role in that investigation. This change will be determined by the managers.

Categorisation of Complaints:

Any complaints received will be recorded in our complaints management system. We will categorise complaints as follows in the complaints management system:

- 1) Query (i.e. a complaint that is resolved within five days),
- 2) Flawed design of the financial product or service (including fees and premiums),
- 3) Information provided,
- 4) Advice related,
- 5) Financial product or service performance,
- 6) Client service (including premium collection and lapsing),
- 7) Product accessibility, changes or switches (including investment redemptions),
- 8) Complaints handling,
- 9) Claims (including non-payment of claims),
- 10) Other.

Escalation and Review:

Should a complaint not be resolved by the initial complaints handler it will be escalated to Management. Similarly, should a complainant wish to escalate a complaint beyond the initial complaints handler it will also be escalated to Head of Operations and Compliance Officer.

When reviewing any complaint, the complaints handler will ensure they take a balanced and fair approach to ensure the interests of all parties are addressed. Should they be unsure they will liaise with their immediate manager who may then escalate the claim to Head of Operations and Compliance Officer should they see fit to do so.

Decisions:

Where Rodel Administration Services (Pty) Ltd commits to any payment in regard to any complaint we will make the payment within 5 days or the within the number of days as agreed with the complainant.

Where we reject a complaint, we will provide the complainant with clear and adequate reasons for the decision as well as the options they have to take the issue further and the applicable time limits as described in our complaints handling process below and encapsulated in our draft letters.



The details of the relevant Ombuds and Adjudicators offices are as follows:

The Office of the Long-term Insurance Ombudsman (OLTI) and the Office of the Short-term Insurance Ombudsman (OSTI) have transitioned to the National Financial Ombud Scheme.

Particulars of the National Financial Ombud Scheme

(For claims/service-related matters)

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| Physical address: | NFO Cape Town: Claremont Central Building, 6th Floor, 6 Vineyard Road, Claremont, 7708 NFO Johannesburg: 110 Oxford Rd, Houghton Estate, Johannesburg, Gauteng, 2198 |
| Operating Hours: | Monday to Thursday: 08h00 – 16h30 and Friday: 08h00 – 16h00 |
| Telephone: | 0860 800 900 |
| Email address: | info@nfosa.co.za |
| Website: | www.nfosa.co.za |

Jurisdiction limits - Short-term: R 3.5 million for general complaints excluding homeowners, R 6.5 million for homeowners, complaint cannot be under litigation or under contemplation of litigation with an attorney, a complaint regarding a claim cannot have exceeded the prescription period of the Prescription Act, 1969.

Particulars of the FAIS Ombudsman

(For product/advice related matters)

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| Postal address: | PO Box 41, Menlyn Park, 0063 |
| Telephone: | 012 762 5000 |
| Share call: | 086 066 3274 |
| Email address: | info@faisombud.co.za |

Jurisdiction: Complaints must be in regard to events occurring on or after 30 September 2004, limited to R 800 000, complaint cannot be under litigation or under contemplation of litigation with an attorney, in terms of the FSOS Act the FAIS Ombud may not deal with a complainant who has a net asset value, annual turnover, or annual income of more than R 8 million.



Records of Complaints:

Rodel Administration Services (Pty) Ltd understands the importance of accurate and reliable information regarding complaints and will ensure that it is kept securely as part of our record-keeping procedures and policy.

Our complaints management system records the following information in terms of all complaints:

- 1) Name, applicable policy number and contact details of the complainant and their representative,
- 2) Copies of all relevant evidence, correspondence and decisions,
- 3) The category of the complaint,
- 4) Status of the complaint,
- 5) Date stamps of actions including interactions with complainants.

Our complaints management system enables us to draw the following information:

- 1) Number of complaints received,
- 2) Number of complaints decided in favour of the client (in part or completely),
- 3) Number of complaints rejected,
- 4) The reasons for rejected complaints,
- 5) Number of complaints escalated by complainants,
- 6) Number of complaints referred to an Ombud,
- 7) Results of complaints referred to an Ombud,
- 8) Number of compensation payments made (i.e. where we were at fault),
- 9) Amount of compensation payments made,
- 10) Number of goodwill payments made (i.e. where we were not at fault but choose to resolve the complaint in this manner),
- 11) Amount of goodwill payments made,
- 12) Number of complaints outstanding.

As part of our ongoing efforts to enhance our services, the Head of Operations and Compliance Officer will review the complaints information at least every month and take any rectifying action they feel is necessary.

This information enjoys the protections of our POPIA policy.

Communication with Complainants:

Rodel Administration Services (Pty) Ltd is committed to a transparent and accessible complaints process. As such we will:

- Never charge complainants to submit complaints,
- Ensure all communications are in plain language, and
- Provide each complainant with a single contact point for their complaint.



To facilitate submission of complaints by policyholders we will provide a link to the following online complaints email address on our website as well as include this information in our disclosure document: info@Rodelsa.co.za.

Should a complaint be lodged with a service supplier rather than directly with ourselves we will treat notification from the client to the policyholder as notification to us. Should we not have the necessary information below we will follow our complaints procedure and request the information directly from the complainant.

To ensure we handle complaints fairly we will request the complainant provide the following information in writing via the email address:

- The policy number of the policy in question,
- The details of the individual who initially dealt with the client (if applicable),
- An explanation of the client's complaint,
- An explanation of the client's expectation from us, and
- Copies of any relevant documents at the client's disposal.

Upon receipt of the complaint, we will act as follows:

- Assign the complaint to the Internal Compliance Officer,
 - ↓ Leanà De Jesuz will email acknowledgement of receipt to the insurer within five hours of the business day that it is received and confirm their contact details and that further correspondence will be provided within [48 hours].
 - ↓ Leanà De Jesuz will request information from relevant parties [on that business day],
 - ↓ Leanà De Jesuz will assess and investigate all the information provided in respect of the complaint [on that business day],
 - ↓ Claims will contact the broker/complainant to inform them of the progress and request any further information within [48 hours] of initial formal receipt of the complaint. Should a resolution or rejection be proposed at this point the details of the internal escalation process and relevant Ombuds' details and all parties' responsibilities will be provided in this correspondence should the complaint be with their jurisdictions (as noted above).
 - ↓ Should it not be possible to propose a resolution or rejection with [48 hours], the above step shall inform the complainant of the reason for the delay and note that we will investigate further and provide further feedback within [two weeks]. The internal escalation process will be provided in this correspondence.
 - ↓ Claims will request and review any further information necessary,
 - ↓ Should it not be possible to propose a resolution or rejection within [two weeks] Claims will inform the complainant of the reason for the delay, note that we will investigate further and provide final resolution within [four weeks],
 - ↓ Leanà De Jesuz will request and review any further information necessary.
 - ↓ Claims will propose a resolution or rejection of the complaint.
 - ↓ Should any complaint be rejected the correspondence will include the details of the internal escalation process and relevant Ombuds' details and all parties' responsibilities.

Any further extensions to these timeframes are at the discretion of our Head of Operations. In such cases they will liaise with the client directly.



Engagement with the Ombud:

Rodel Administration Services (Pty) Ltd is aware of the vital role the various Ombuds and Adjudicators play in creating fair outcomes for policyholders, intermediaries, and providers in the financial services industry. As such our engagement with their offices and representatives will always be honest, professional, and transparent.

To ensure our clients have access to the Ombuds we have included the details of those relevant to our business in our disclosure document which is provided when we first begin to engage with a client and on our website. As noted in this document we will also provide the information to complainants during the complaints process.

Should a complainant approach the Ombud directly and not inform us of their complaint we will entertain their complaint and follow the procedures as described in this document upon notification of the complaint by the Ombud.

We receive regular updates via the websites of the FAIS (www.faisombud.co.za), Insurance Ombuds (www.insuranceombudsman.co.za). The cases are reviewed by our External Compliance Officer each month to determine if there are any possible adjustments to our business.

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| Review: | This policy will be reviewed in December every year and reissued if necessary. |
| Date: | June 2024 |
| Next Review Date: | June 2025 |