



COMPLIMENTS & COMPLAINTS
RESOLUTION PROCESS



COMPLIMENTS

A compliment is an expression of admiration, approval or respect. If we have, in any way, made you feel this way, we'd love to receive your feedback.

Contact us through one of the channels with:

1. Your name and contact details
2. Your policy number or claim number and
3. A brief description of why you're satisfied with our service



Call us on 011 268 6490



Email us at
compliments@centriq.co.za

COMPLIMENTS CONTACT

We will acknowledge receipt within 24 hours and provide you with a reference number

We will ensure that your feedback is sent to the relevant individual and line manager.

COMPLIMENTS PROCESS



COMPLAINTS

A complaint is an expression of dissatisfaction.

Contact us through one of the channels listed on our complaints contacts with:

1. Your name and contact details
2. Your policy number or claim number and
3. A brief description of why you're dissatisfied with us.

Call us on 011 268 6490

Email us at
complaints@centriq.co.za

COMPLAINTS
CONTACT

We will acknowledge receipt within 24 hours and provide you with a reference number and detailed process

We will investigate, evaluate and assess to respond

We will respond within fourteen (14) days. We will do our best to get back to you sooner, if we have all the information we need to make a decision

If you are still dissatisfied, you may escalate the matter to the National Financial Ombudsman (NFO) at the following detail:

JHB: 110 Oxford Road, Houghton Estate, Illovo, Johannesburg, 2198

CPT: Claremont Central Building, 6th Floor, 6 Vineyard Road, Claremont, 7708

Tel: 0860-800-900; Fax: 086-575-7000, info@nfosa.co.za; www.nfosa.co.za

COMPLAINTS PROCESS