

Complaint Procedure



IF YOU WANT TO APPEAL THE CLAIM PROCESS OR OUTCOME, please submit your complaint in writing to US, MYSURE Underwriting Managers (detail below) within 90 days of rejection of your claim. If you are still not satisfied with the outcome you may submit your complaint to Guardrisk Insurance Company (details below). If you are still not satisfied with the outcome you may submit your complaint to the Short-term Insurance Ombud (details below). After the 90 days You have a further 180 days to take legal action against us.

IF YOU ARE NOT SATISFIED ON HOW THIS POLICY WAS SOLD TO YOU, contact the intermediary (the person who sold you the policy) to try and resolve your complaint. If you are not satisfied with the outcome, submit your complaint in writing to us MYSURE Underwriting Managers (detail below). We will speak to all parties involved and give the outcome within 14 working days after receiving the complaint. If you are still not satisfied with the outcome you may submit your complaint to the FAIS Ombud (details below)

IF YOU HAVE A COMPLAINT AGAINST THE POLICY, contact the intermediary (the person who sold you the policy) to try and resolve your complaint. If you are not satisfied with the outcome, submit your complaint in writing to us MYSURE Underwriting Managers (details below) If you are still not satisfied with the outcome you may submit your complaint to the Short-Term Insurance Ombud (details below)

MYSURE UNDERWRITING MANAGERS

PO Box 26215, Monument park, 0105

Tel: +27(0)12 347 0042

Mail: admin@mysure.biz

Web: www.mysure.biz

GUARDRISK INSURANCE COMPANY

PO Box 786015, Sandton, 2146

Tel: 0860 333 361

Web: <https://guardrisk.co.za/complaints/>

THE SHORT-TERM INSURANCE OMBUDSMAN

PO Box 32334, Braamfontein, 2017

Tel: +27(0)11 726 8900

Fax: +27(0)11 726 5501

Mail: info@osti.co.za

Web: www.osti.co.za

THE REGISTRAR OF SHORT-TERM INSURANCE

Financial Services Board, PO Box 35655, Menlo Park, 0102

Tel: +27(0)12 428 8000

Fax: +27(0)12 347 0221

FINANCIAL ADVISORY AND INTERMEDIARY SERVICES (FAIS) OMBUDSMAN

PO Box 74571, Lynwood Ridge, 0040

Tel: +27(0)12 470 9080

Fax: +27(0)12 348 3447

Web: www.faisombud.co.za

SASRIA LIMITED

SASRIA SOC Limited (1997/00287/06)

Financial Services Provider License Number: 33117 PO Box 653367, Benmore, 2010

Tel: +27(0)11 214 0800 / 086 172 7742

Fax: +27(0)11 447 8630 / 086 172 7329

Mail: info@sasria.co.za

Web: www.sasria.co.za