

Complaints Procedure



If you want to appeal the claims process or outcome;

Please submit your complaint in writing to us, MYSURE Underwriting Managers (detail below) within 90 days of repudiation of your claim. 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;

Please 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;

Please 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) or to your insurer 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).

MYSURE UNDERWRITING MANAGERS
PO Box 26215, Monument park, 0105
Tel: 0861 827 4653
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 8 000
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

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