



LIBERTY

LIBERTY GROUP LIMITED

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Directors: S J Macozoma (Chairman), T Dloti* (Chief Executive), S I M Braudo* (Deputy Chief Executive), C G Troskie* (Financial Director), A W B Band, S L Botha, A P Cunningham**, J B Hemphill, M W Hlahla, M G Ilsley, M P Moyo, T D A Ross, Dr S P Sibisi, J H Sutcliffe**, B S Tshabalala, S K Tshabalala
(* Executive Director, ** British)
Company Secretary: J M Parratt

Liberty - an Authorised Financial Services Provider in terms of the FAIS Act (Licence No. 2409), Liberty Group Limited - Reg. No. 1957/002788/06

COMPLAINTS PROCESS

Step 1:

If at any point you are unhappy with our financial services or products, first give us the opportunity to resolve the matter as quickly as possible by using the following contact details:

Call: 0860 222 989

Email: directfeedback@liberty.co.za

Address: PO Box 3034, Cape Town, 8000

Step 2:

If you are not satisfied with the result of the complaint resolution or have a compliance-related query, please use the following contact details:

Call: 0860 555 148

Email: directcompliance@liberty.co.za

Address: PO Box 3034, Cape Town, 8000

Step 3:

Should you still be dissatisfied with the outcome, you can direct complaints about our services to the FAIS Ombud and complaints about our products to the Ombudsman for Long-term Insurance:

- **Services - Office of the FAIS Ombud**
Call: 0860 324 766
Email: info@faisombud.co.za
Fax: 012 348 3447
Address: PO Box 74571, Lynnwood Ridge, 0040
- **Products - Ombudsman for Long-term Insurance**
Call: 0860 103 236
Email: info@ombud.co.za
Fax: 021 674 0951
Address: Private Bag x45, Claremont, 7735