



LIBERTY
In it with you

LIBERTY GROUP LIMITED

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Directors: J H Maree (Chairman), D C Munro* (Chief Executive),
Y Maharaj* (Financial Director), N Criticos, L N Hartnady, N Y Khan,
P Mhlanga, S P Ridley, C L Roskrugge, T Skweyiya, Y G H Suleman,
J H Sutcliffe**, S K Tshabalala, H Walker (*Executive Director, ** British
Company Secretary: J M Parratt

Liberty Group Limited (Liberty) is a licensed insurer and an Authorised Financial Services Provider (no 2409). Liberty 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:

FAIS Approved Compliance Officer: Thacia Chetty
Call: 011 408 4360
Email: group.compliance@liberty.co.za
Address: PO Box 3034, Cape Town, 8000

Step 3:

Should you still be dissatisfied with the outcome, or feel your complaint is not resolved satisfactorily, you can escalate your complaint about our services to the FAIS Ombud and complaints about our products to the Ombudsman for Long-term Insurance or the Financial Conduct Sector Authority. This can be done 6 weeks after lodging the complaint with us and must be within 6 months of the issue remaining unresolved:

SERVICES:

Office of the FAIS Ombud

Call: 012 762 5000
or 012 470 9080
Email: info@faisombud.co.za
Web: www.faisombud.co.za
Fax: 012 348 3447
012 470 9097
or 0860 764 1422
Postal Address: PO Box 74571, Lynnwood Ridge,
0040
Physical Address: Kasteelpark, Orange Building,
2nd Floor, 546 Jochemus Street,
Erasmuskloof, Pretoria

PRODUCTS:

Ombudsman for Long-term Insurance

Call: 021 657 5000
0860 103 236
Email: info@ombud.co.za
Web: www.ombud.co.za
Fax: 021 674 0951
Postal Address: Private Bag x45, Claremont, 7735
Physical Address: Third Floor, Sunclare Building,
21 Dreyer Street, Claremont,
Cape Town, 7700

The Financial Sector Conduct Authority

Call: 012 428 8000
0800 203 722
Email: info@fsca.co.za
or complaints@fsca.co.za
Fax: 012 346 6941
Address: PO Box 35655, Menlo Park, 0102