ACRUSURE CC | FSP 16968

CLIENT INFORMATION / 05

Complaints Procedure

When something has gone wrong, we want to understand it and work towards a fair outcome. You can raise a complaint about advice, fees, communication, policy servicing, claims assistance or the way a previous concern was handled.

How to complain

Send your complaint to admin@acrusure.co.za for the attention of Tilly Horn, call 012 003 4053 or contact +27 64 552 2816. Please provide your name, contact details, the policy or service involved, what happened and the outcome you are seeking. Include supporting correspondence where available.

How we respond

We will record and assess the complaint, acknowledge receipt, identify a responsible handler, investigate fairly and provide a reasoned response. We will keep you informed of material delays. Where the matter concerns an insurer decision, we may help refer it to the appropriate insurer complaints function.

An unresolved concern may be escalated to management and, where appropriate, the external compliance officer, Andrea Venter of INF Comply, on 079 889 5474. Complaint information is handled confidentially and used for resolution, compliance and service improvement.

Independent escalation

Eligible advice or intermediary-service complaints may be referred to the FAIS Ombud: 012 762 5000; info@faisombud.co.za.

Eligible insurance disputes may be referred to the National Financial Ombud Scheme South Africa: 0860 800 900; info@nfosa.co.za. The appropriate body depends on the complaint and its jurisdiction.

Eligibility requirements and referral time limits apply. Obtain guidance promptly from the relevant body; do not assume that an internal complaint pauses another legal or policy deadline.