Treating Customers Fairly

Acrusure is committed to fair treatment throughout the insurance relationship, from an initial enquiry and advice to policy servicing, claims assistance, renewal, complaints and cancellation.

Our commitments

Our approach is guided by six outcomes: fair treatment is central to our culture; products and services are directed to appropriate customer needs; information is clear before, during and after contracting; advice considers individual circumstances; products and services perform as clients have been led to expect, subject to their terms; and clients do not face unreasonable barriers to changes, claims or complaints.

Management responsibilities

Tilly Horn, as Key Individual, is accountable for oversight and escalations. Authorised representatives are responsible for advice and client communication within their authority. Marius Steyn supports advisory matters; Anke and Riana support servicing, claims communication, amendments and renewals as allocated. Andrea Venter / INF Comply provides external compliance oversight.

An operational allocation does not transfer a regulated responsibility or authorise someone to perform a function outside their approved authority.

Monitoring and feedback

Client feedback, complaints, service issues and recurring problems should be reviewed and used to improve processes, communications and staff support. Concerns can be raised through our Complaints Procedure, admin@acrusure.co.za or +27 64 552 2816.