



Complaints Policy

If you're not entirely satisfied with Absa Life Botswana and would like to lodge a complaint, please read these details first.

1. Introduction

As part of Botswana's commitment to regulate the rendering of financial advisory and intermediary services the Insurance Industry Act ("The Act") was introduced. The Act requires all Financial Service Providers to have an internal complaints policy in writing.

Absa Life Botswana is a licensed long term insurer.

In order to effectively protect our interests and those of our clients, we as a Company are committed to comply with the provisions of the Act.

We are required to have an internal complaints policy and procedure which is accessible to clients at all times. A copy of our complaints process and procedure is available on our website (www.absalife.co.bw) or from our compliance department.

It is important to note that the Act stipulates that before a complainant may submit a complaint to the Regulator, the complainant must endeavour to resolve the complaint with Absa Life Botswana.

It is further important to note that this policy only relates to complaints relating to noncompliance with the Act.

2. Policy & Process

2.1 Applicability

- 2.1.1 This policy will apply in all instances where a complaint arises out of a financial services rendered by a representative or a Financial Services Provider in terms of the Act.

2.2 General Principles to be followed

- 2.2.1 Whenever a complaint arises out of financial services rendered, a client will be required to lodge such a complaint in writing. The client should also attach copies of relevant related information/documentation to the specific claim;
- 2.2.2 Complaints can be emailed to ALBclientservices@absa.africa, faxed to +267 390 9827 or posted to PO Box 45277, Gaborone, Botswana
- 2.2.3 Receipt of the complaint has to be acknowledged in writing;
- 2.2.4 The complaint should be forwarded to the relevant staff member depending on the type and seriousness of the complaint. Serious complaints should be handled by staff with adequate expertise;
- 2.2.5 Immediate steps must be taken to investigate and respond promptly to each complaint;
- 2.2.6 The complaint should be handled timely and in a fair manner and should receive proper consideration;
- 2.2.7 Internal follow up procedures are in place to ensure avoidance of occurrences giving rise to complaints and for improving our services;
- 2.2.8 Each client has to be informed of the results of the investigation of the complaint within 6 weeks of receipt of the complaint;



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- 2.2.9 If the complaint is not resolved within 6 weeks, the client may refer the matter to the Regulator within 6 months;
- 2.2.10 Where a complaint has been resolved in favour of the client, a full redress has to be offered to the client without delay.

2.3 Referral to the Regulator

- 2.3.1 If a complaint has not been resolved within 6 weeks by Absa Life Botswana, or where the complaint has been dismissed or where the client is not satisfied with the results of the investigation into the complaint, the client may, within 6 months, refer the complaint to the Regulator whose details is as follow:

Private Bag 00314,
3rd Floor Exponential Building
Plot 54351 New CBD,
Off PG Matante Road, Gaborone
Botswana

- 2.3.2 The Regulator may decline to investigate a complaint if there is reasonable grounds to believe that a more appropriate dispute resolution process is available or in cases where it will be more appropriate to deal with the complaint in Court;
- 2.3.3 The Regulator will only proceed to investigate a complaint if it has informed every other interested party of the receipt of such complaint, has provided particulars of such complaint to those parties and has provided those parties with the opportunity to respond;
- 2.3.4 The Regulator may follow and implement any procedure which it deems fit and may allow any party the right of legal representation;
- 2.3.5 The Regulator will in any case, where a matter has not been settled or a recommendation has not been accepted by the parties, make a final determination which may include dismissal of the complaint or upholding of the complaint. If a complaint is upheld:
 - 2.3.6.1 The complainant may be awarded compensation;
 - 2.3.6.2 The financial services provider may be ordered to take certain steps.
 - 2.3.6.3 The Regulator may make any other order which a Court may make.