

# COMPLAINTS Policy & Procedures Annexure A



## The Power of 2 : Complaints Procedure – FORM TO BE COMPLETED

Form to be completed by a complainant lodging a complaint against the FSP –

Name of the Client	
ID Number	
Contact Number	
Email Address	
Policy / Financial Product	
Policy number / Contract Number & Product Provider	
Detailed description of complaint	

**All written complaints are to be submitted to the Key Individual of the FSP via email and or post at :**

Name & Surname	Eliz McIntyre	or	Warren Dean
Email Address	<a href="mailto:eliz@po2.co.za">eliz@po2.co.za</a>	or	<a href="mailto:warren@po2.co.za">warren@po2.co.za</a>
Postal Address	P O Box 4181, Durbanville, 7551		

Members: E McIntyre, WE Dean

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