

# **FRONTIER**

Employee Benefits

a graviton partner

## **Complaints Resolution Process**

**Frontier Employee Benefits (Pty) Ltd**

An authorised Financial Services Provider FSP No: 36097

Prepared by Frontier Employee Benefits (PTY) Ltd  
Date: 01/06/2017

# 1. Process

Should you feel that any representative of FRONTIER EMPLOYEE BENEFITS has contravened or failed to comply with a provision of this Act, and that as a result thereof you have suffered or are likely to suffer financial prejudice or damage; or if any representative of FRONTIER EMPLOYEE BENEFITS has willfully or negligently rendered a financial service to you which has, or is likely to cause prejudice or damage to you; or where you believe you have been treated unfairly, you have the right to complain.

## 1.1 First Step in Process

- a. Your complaint must be lodged in writing with the Compliance Officer of FRONTIER EMPLOYEE BENEFITS, Mr. Leonardo d'Onofrio. He can be contacted of [leonardo@oraclecompliance.com](mailto:leonardo@oraclecompliance.com) or on 011 100 2551.
- b. The Compliance Officer must acknowledge receipt of your complaint in writing to you.
- c. The Complaint must be recorded into a "complaints register" at FRONTIER EMPLOYEE BENEFITS (all relevant facts and supporting documentation must be kept on record too).
- d. The complaint must be resolved within six (6) weeks of receipt.

## 1.2 Second Step in Process

Should you not be entirely satisfied with the resolution of the complaint you may now complain to the **Ombud for Financial Services Providers**. The Office of the Ombud will not investigate a complaint unless it has been lodged with the Compliance Officer of the Financial Services Provider first.

## Ombud Contact Details

Toll free no:	0860FAISOM (0860324766)
Telephone:	+27 12 470 9080
Facsimile:	+ 27 12 348 3447
E-mail address:	<a href="mailto:info@faisombud.co.za">info@faisombud.co.za</a>
Website:	<a href="http://www.faisombud.co.za">www.faisombud.co.za</a>
Postal Address:	P.O.Box 74571, Lynnwood Ridge, 0040