

CUSTOMER COMPLAINTS PROCEDURE SUMMARY

- Alpha Direct Insurance Company (Pty) Ltd follows a philosophy of providing resolution of the clients' complaint / grieving in a manner that effectively resolves the complaint to the client's satisfaction.
- The complaints management process is designed in such a manner to enable providing Management Reporting and Root-Cause Analysis to effectively address the underlying process that causes complaints and take steps to eliminate the root-cause.
- The Operations Manager will be the designated Principal Officer for the company.
- The functional responsibility for compliance will vest with the Operations Manager and should there be any complaint, the matter will be escalated to the Principal Officer who has the overall responsibility of addressing all customers complaints to customers' satisfaction as per NBFIRA requirements.

Our Responsibilities

- To provide an efficient, fair and structured mechanism for handling customer complaints
- To provide our customers with access to the complaints handling process
- To keep customers informed as to the progress of their complaints and the expected timeframe for resolution
- Quarterly to review our complaints so that we can improve our standard of service delivery

Handling Your Complaint

- Upon receiving a complaint, we will acknowledge your matter via telephone or in writing within 2 business days.
- We will keep you informed of the progress of your complaint, proposed actions and the proposed timeframe for resolution.
- Our aim is to resolve complaints in a timely manner and we will generally resolve a matter within 5 business days.
- Complex cases may take longer than 5 days to resolve. In these cases we will regularly update you on the progress and likely timeframe for resolution.
- We will advise you of the outcome of your complaint. Where you have asked us to do so, we will advise you in writing. Step One

STEP**1**

- If you have a complaint regarding any aspect of your dealing with Alpha Direct Insurance Company, we urge you to.
- Our Objective is to resolve the vast majority of enquiries during your first contact with us.

We provide you with multiple touch-points for registering complaint as follows:

Method / Media	Description
Telephone:	3928264
Toll Free Line:	0800601029
Fax Line:	3928265
Physical Address:	Botswana Innovation Hub, Plot 69184, Floor 1, Bar 1, Block 8 Industrial, Gaborone
Postal Address:	P.O. Box 26ADC Gaborone
Email Address:	compliance@alphadirect.co.bw
Website:	www.alphadirect.co.bw

All telephonic complaints should be formalized by submitting it in writing via email, fax, hand delivery mail or post.

STEP**2**

- Complaints made to the Company are overseen by our Principal Officer, who is part of the Senior Management Team.
- After a complaint is made, if it is not immediately resolved, we may need to investigate it. This process may take 2-5 working days.
- If you are not satisfied with the response tendered to you by the Line Manager, you may escalate the matter to the Principal Officer directly.
- The Principal Officer will address the complaint as soon as possible.
- If you are not happy with the response from the Principal Officer, please escalate the matter to the Non-Bank Financial Institutions Regulatory Authority (NBFIRA) who are an outside regulatory body as indicated below:

The Chief Executive Officer

Non-Bank Financial Institutions Regulatory Authority

Private Bag, 00314, Gaborone

3rd Floor, Exponential Building, Plot 54351,
New CBD Plot 54351, New CBD

Tel: (+267) 310 25 95 / 368 61 00

Fax: (+267) 310 23 76

NBFIRA has jurisdiction over all insurance activities in Botswana. NBFIRA will assist you if you have been unable to resolve your complaint directly with Alpha Direct Insurance Company.

STEP**3**

Step Three When your complaint is resolved, we will confirm this with you within 10 business days.