

## Escalated Complaints Registration Form

### General Information

1. Iemas only considers an escalated complaint in the prescribed format below.
2. The complaint process is set out in detail in a separate form which may be obtained at [complaints@iemas.co.za](mailto:complaints@iemas.co.za) or [www.iemas.co.za](http://www.iemas.co.za).
3. Attach all records of communication to Iemas where applicable.
4. A complainant wishing to lodge an escalated complaint must complete this form in full and forward it to [compliance@iemas.co.za](mailto:compliance@iemas.co.za) or via fax to **086 557 5204**. For help in completing this form, please contact your nearest Iemas branch.

### Complaint Information

#### Section A

Name:	<input type="text"/>	Surname:	<input type="text"/>
Employer:	<input type="text"/>	Occupation:	<input type="text"/>
Member number:	<input type="text"/>	Title:	<input type="text"/>
		ID number:	<input type="text"/>
Work number:	<input type="text"/>	Cell number:	<input type="text"/>
E-mail address:	<input type="text"/>		

#### Section B

Indicate which business unit the complaint relates to:

1. Credit Life Insurance:
2. Short-term Insurance:
3. Financial Advisory and Intermediary Service:
4. Credit Agreement:

Please provide the following dates and information relating to the initial complaint:

1. When did you first realise there was a problem? 

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2. When did you first complain about the problem? 

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3. To whom did you complain about the problem? 

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4. What was the outcome of the complaint raised with the person in number 3?

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**Section C**

Has this complaint been lodged with any regulatory body or association to which Iemas is a member of? 

YES	NO
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If YES, which regulatory or association: 

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 The reference number: 

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**Section D**

Please describe the complaint in detail. List all the phone calls, meetings and letters ordered by date.

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What would you consider to be a reasonable outcome for the complaint to be resolved?

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**Section E**

In order to investigate the complaint, staff, associates of Iemas or other organisation may need to exchange personal information pertaining to the complaint.

Complaints may be published internally to manage risks, but we will always respect privacy and not identify the complainant.

Signature: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_