

CLIENT COMPLAINT PROCEDURE

GUARDRISK INSURANCE COMPANY MAURITIUS LTD PCC and GUARDRISK LIFE INTERNATIONAL LIMITED

Our Commitment to you:

At Guardrisk, we are committed to providing excellent client service. We take all complaints seriously and aim to resolve all client complaints promptly and effectively. Great care has been taken to ensure that your complaint reaches the appropriate team. Our complaints management system is an important strategic tool that helps us continuously improve our business. We know that without clients we have no business, you are our most important asset, and we want to know if we have treated you fairly or not.

So, if you have a complaint, compliment or an enquiry, please let us know.

How to submit your complaint, compliment or enquiry:

Please send the following information:

- Name
- Surname
- Mobile number
- E-mail
- Details of your complaint, compliment, or enquiry
- Claim number/policy number
- Which company (service provider) sold the policy to you.

Your first line of contact should be the administrator or broker from whom the policy was purchased. You may also contact us directly:

E-mail : grmauritiushcomplaint@guardrisk.co.za
Telephone : +230 454 0030

We aim to revert to you within 3 working days from the date the complaint is received and resolve all complaints within 30 working days, however the complexity of some issues may require more time, and we will advise you of this where necessary. Should you remain dissatisfied with the outcome of your complaint, you may advise us accordingly.

Where no settlement can be reached, you have the right to refer the matter to The Financial Services Commission in Mauritius. Contact details are as follows:

Financial Services Commission
FSC House 54, Cybercity Ebene, Mauritius
Telephone number: +230 4037000
Online portal: <https://complaints.fscmauritiush.org/>