



Phoenix Assurance Group

## FEEDBACK AND COMPLAINTS

This document outlines procedure for complaint or feedback that a customer wishes to make regarding any service provided by Phoenix of Botswana Assurance.

### Communication Channels

1. Telephone call: +267 3161322
  2. Email: [complaints@phoenixbotswana.com](mailto:complaints@phoenixbotswana.com)
- The complaints made via these channels should be issues related to:

1. complaints relating to the design of a policy or related service, including the premiums or charges related to that policy or service;
2. complaints relating to information provided to policyholders;
3. complaints relating to policy performance;
4. complaints relating to service to policyholders, including complaints relating to premium paid, lapses, cancellations
5. complaints relating to policy adjustments,;
6. complaints relating to how a complaint was handled;
7. complaints relating to claims handling and payments, or non-payment of claims;
8. complaint relating to service in general.

*The minimum information that a customer should provide are at least;*

Customer names, Customer Identification number, Customer's phone number, e-mail address, policy number if the customer has been issued a policy and full details of the complaint, query, Enquiry.

### PROCEDURE FOR LOGGING A COMPLAINT

#### Level 1:

Call on : +267 3161322 state your complaint in full.

The employee receiving the phone call will record the complaint on the complaints register and either assist the customer right away depending on the nature of the request, transfer the customer to the rightful individual and take the customer contacts, so that further feedback can be provided no longer than 15 working days.

#### Level 2:

In case the you are not satisfied with response email to **[complaints@phoenixbotswana.com](mailto:complaints@phoenixbotswana.com)** The communication will be responded within 5 working days

#### Level 3:

In case the customer is not satisfied with the response received from [complaints@phoenixbotswana.com](mailto:complaints@phoenixbotswana.com) then he /she can call +267 3161322 to speak to Compliance Officer – Mrs. Louisa Kenosi for escalations, which will be addressed through appointments with the principal officer. The complaint will be responded within 5 working days.

#### Level 4:

In case the response from the principal officers is not satisfactory, the customer has the right to lodge a complaint with the Non-Bank Financial Institution Regulatory Authority through their website [www.nbfira.org.bw](http://www.nbfira.org.bw).



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