

# ALL ABOUT “TREATING CUSTOMERS FAIRLY”

## What is TCF?

TCF stands for Treating Customers Fairly. These three words encompass our approach to service and our vision of being a remarkable financial service provider.

In line with the principles of the Financial Services Board, we are committed to ensuring that:

1. We provide you with fair treatment
2. We design and market insurance products that meet your needs
3. You are provided with clear information and constantly updated
4. We provide you with suitable advice which considers your circumstances
5. We offer products that you can rely on and customer service in line with your expectations
6. You will not face unreasonable barriers when you submit a claim or complaint

## How does it affect me?

If we fall short in our service we encourage you to contact us directly so that the matter can be resolved promptly and to your satisfaction. You can access our complaints resolution policy here.

## We promise to:

- Provide prompt, friendly, courteous, efficient and relevant customer service
- Continue striving to excel in our customer service through continuous improvements and identification of new technologies
- Deliver customer efficient processes
- Assist you in making an informed decision
- Build long lasting relationships with our customers
- Actively seek your feedback on our services to ensure they meet your needs

## What to do going forward?

### Update your details

Assist us in making sure that our communication reaches you by updating your details. To do this, contact the Customer Care Department on 086 112 2116 or email us on [info@a2h.co.za](mailto:info@a2h.co.za).

### Chat to us

Help us to recognise our people by telling us when you have received excellent customer service. Reach our Customer Care Department on 086 112 2116 or submit a compliment on Hellopeter.

### Making a complaint

If we fall short in our service we encourage you to contact us directly so that the matter can be resolved right away and to your satisfaction. You can access our complaints handling policy here for general complaints. Submit complaints by emailing us on [info@a2h.co.za](mailto:info@a2h.co.za) or call us on 086 112 2116.

### Claims submission

In the event of a claim, we offer our customers a hassle-free service whereby the settlement of the claim entirely depends on the customer. By this we mean that the customer has total control on their claim settlement turnaround time by ensuring that all relevant information is completed and provided to the Insurer. If all information is received timeously, it is possible for a claim to be approved within 24 hours and settled within 72 hours. To submit a claim call one of our claim advisors on 086 112 2116 or [info@a2h.co.za](mailto:info@a2h.co.za) and they will talk you through the process and tell you what forms are required to submit your claim.