



## **Complaints procedure**

In order to continuously improve our service to all stakeholders in the Unicover Retirement Funds, it is important that we receive feedback about your experience as a member of the fund.

If you are not completely satisfied with either the benefits, the service or the advice that you have received, you are welcome to lodge a complaint, in writing, to the fund.

In order to help facilitate this process, below is a brief outline of the procedure that will be followed:

The purpose of this complaints handling procedure is to make sure that we are able to resolve all complaints accurately and timeously.

1. If you have a complaint regarding your benefits, the service or the advice you have received, we recommend that you first contact your Fund Consultant (please speak to your employer to find out your Fund Consultants contact details).
2. If you are not satisfied with the response you receive from your Fund Consultant, you can escalate the complaint to the Principal Officer of the Fund. The Principal Officer will acknowledge receipt of your complaint within 24 hours and together with the fund Administrator, assess the facts of your complaint.
3. You will receive a response from the Principal Officer within three working days of her acknowledging receipt of your complaint which will include either a detailed explanation of her findings and the outcome/resolution to your complaint OR a progress update with a revised date for resolution.



The Principal Officer's contact details are:

Address                    PO Box 1829, Milnerton, 7435  
E-mail:                    cecelia@evolutiongroup.co.za  
Tel:                        021-551 2140  
Fax:                        021-551 2141

If you still feel that the Principal Officer has not resolved the complaint to your satisfaction, you can forward it on to the Pension Funds Adjudicator.

Their contact details are as follows:

Address                    PO Box 580, Menlyn, 0063  
E-mail:                    enquiries@pfa.org.za  
Tel:                        (012) 346 1738  
Fax:                        086 693 7472