



COMPLAINT'S COMMUNICATION

COMPLAINTS MANAGEMENT PROCESS

INTRODUCTION

The Contract Cleaning National Provident Fund undertakes to resolve all complaints as promptly and as objectively as possible. As a member of the Fund, you have the right to lodge a complaint. We value your honest feedback, as this assists the Fund in continuously improving its service delivery to its members.

The Fund's complaints management process provides the Board of Trustees with an opportunity to identify areas of concern. If you have a complaint, please follow the process below. We will endeavour to resolve your issue expeditiously.

YOUR COMPLAINT

To ensure a quick and appropriate response to your complaint, please provide us with the following information in writing:

- Your full name and contact details, including your email address, cell phone number, and/or landline.
- preferred means of contact,
- Your member number, date of birth, and identity number.
- Full name and contact details of your employer or former employer.

Details about your complaint and where possible, any supporting documents.

To make things easier and more efficient for you, we ask that you first lodge your complaint in writing to NBC Fund Administration Services (Pty) Ltd. Please forward your complaint via e-mail to ccnpfcommunication@nbc.co.za You are also welcome to call 010 206 0986 to file a complaint.

The complaint form can be downloaded from the website <https://www.ccnpf.co.za/>. The newsletter and complaint form will also be emailed to all participating Employers. Once all the relevant information is received, complaints will be investigated, and a resolution date provided. Kindly note that, due to the nature of our industry, some matters may take longer to conclude. All responses will be in writing and will explain the reason for the decision. We will provide you with details of our investigation into the complaint within 30 days of receipt.

NBC



MAX MAISELA PARK | 22 RIDGE RD, PARKTOWN 2193
PO BOX 32528, BRAAMFONTEIN, 2017
TEL: +27 (0)10 206 0000 | WWW.NBC.CO.ZA

THE CONTRACT CLEANING NATIONAL PROVIDENT FUND



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If your complaint is not resolved to your satisfaction, then you may direct your complaint to the Chairperson and Principal Officer of the Contract Cleaning National Provident Fund on:

The Principal Officer:

Name: Jack Mazibuko
Email: jackm@cinet.co.za

COMPLAINTS MANAGEMENT:

The Principal Officer/NBC/Trustees will attend to your complaint and will endeavour to resolve it within five (5) working days. Should the complaint be a complex one, the Fund will redirect your complaint. You will be informed, and the service provider's turnaround times will be explained. Please notify the Fund should you not be satisfied with the Fund's view on the matter or with the way your complaint was handled.

If your complaint is still not resolved to your satisfaction, you may direct your complaint to the Office of the Pension Fund Adjudicator, Ombudsman for Long-Term Insurance, FAIS Ombud or the Financial Sector Conduct Authority on the contact details provided below.

Pension Funds Adjudicator

[Deals with complaints regarding benefits and services provided in terms of the Pension Funds Act]

Telephone: 012 748 4000
Fax: 086 693 7472
Email: enquiries@pfa.org.za
Website: www.pfa.org.za
Postal address: PO Box 580 Menlyn, 0063
Physical address: 4th Floor Riverwalk Office Park
Block A, 41 Matroosberg Road
Ashlea Gardens
Pretoria

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Ombudsman for Long-Term Insurance

[Deals with complaints regarding benefits provided in terms of employer owned policies (e.g., disability income insurance & funeral cover)]

Telephone: 0860 103 236
Fax: 021 674 0951
Email: info@ombud.co.za
Website: www.ombud.co.za

FAIS Ombud

[Deals with complaints regarding advice or intermediary services provided by registered financial service providers]

Telephone: 012 470 9080
Email: info@faisombud.co.za
Postal address: P.O.Box 74571
Lynwood Ridge
0040

Physical Address: Kasteel Park Office Park
Orange Building 2nd Floor
546 Jochemus Street
Erasmus Kloof
Pretoria

The Financial Sector Conduct Authority

[Deals with legislative-related complaints dealing with the manner in which the regulated companies conduct themselves and any contravention of the acts under which they are governed]

Contact Centre: 0800 20 37 22
Switchboard: 012 428 8000
Postal Address: P.O. Box 35655
Menlo Park
0102

Physical Address: 41 Matroosberg Rd
Ashlea Gardens
Pretoria
0002

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