

THE CONTRACT CLEANING NATIONAL PROVIDENT FUND



MEMBER COMPLAINT MANAGEMENT PROCEDURE

INTRODUCTION

As a member of the Fund you have a right to complain about the Fund. Your feedback is important to us and we take your complaints seriously, help us to continuously improve. Member feedback is essential to the Fund; not only because you can gather valuable insight, but because it allows the Trustees to identify product or service failures.

Complaints handling is an invaluable opportunity for the Board of Trustees to identify areas of improvement. Allowing such expressions of dissatisfaction to be met with positive responses and actioning improvements is crucial to any successful entity.

If you have a complaint, you will need to follow the process below. We endeavour to help you and address your complaint as quickly as possible.

YOUR COMPLAINT

To help us resolve your complaint please give us the following information in writing:

- Your full name, full contact details and preferred means of contact, such as your email address, cell phone number or landline, full names of your employer or full former employer contact details.
- Your member number, date of birth or identity number
- Details about your complaint and where possible any supporting documents you can send us about your complaint

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 welcome to call **010 206 0986** to file a complaint. The complaint form is on the Fund website <https://www.ccnpf.co.za/>. The complaints newsletter and complaints forms would also be emailed to all Employers.

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's contact details are:

Name: Jack Mazibuko
Cell: 0829511181

COMPLAINTS MANAGEMENT:

The Principal Officer/NBC/Trustees will attend to your complaint and resolve it within one working day, if the complaint is considered as a simple matter otherwise the Fund will redirect your complaint.

If this is the case, you will be informed, and the service provider's turnaround times will be explained.

If you are unhappy with the Contract Cleaning National Provident Fund's view on the matter or with the way your complaint was handled, then please let us know.

If your complaint is still not resolved to your satisfaction, then 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

The contact details for the adjudicator, ombudsman and the Financial Sector Conduct Authority are as follows:

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

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
Fax: 012 348 3447
Email: info@faisombud.co.za

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 which they are governed]

Contact Centre 0800 20 37 22
Switchboard 012 428 8000
Facsimile 012 346 6941

