

CUSTOMER COMPLAINTS HANDLING PROCEDURE

At Old Mutual Insurance Company, we aim for 100% customer satisfaction. Your feedback is very important to help us continuously improve and meet your needs on the products and services that we offer. If you would like to share with us your concerns or complaints about our products or services, please use the steps shown below. Your complaint will be handled transparently, fairly and confidentially whilst an investigation will be done by an experienced member of staff.

Step 1: Submit your complaint

- Various channels are available for you to register your complaint. You can make use of telephone, e-mail, complaints logbook, WhatsApp, our social media pages, verbally to our staff or management and through the customer feedback boxes located in all our branches.
- We recommend that you put your complaint in writing so that there is a record of the communication. To help us resolve your complaint quickly, please provide us with:
 - ✓ Your name and contact details
 - ✓ Your complaint
 - ✓ How you feel the matter should have been handled

Step 2: Wait for Investigations

- We strive to acknowledge receipt of your complaint within 48 hours and resolution within 7 working days.
- Where a complaint cannot be resolved within 7 working days, a timeous notification will be sent to you advising of the delay and you will be kept updated of progress made (as necessary).
- All complaints are received and dealt with by Team Leaders in line with governing statutes.
- If necessary, complaints may be escalated to the responsible Manager or relevant department for resolution.

Step 3: Resolution and Feedback






- If we can address the complaint within 7 working days and you have confirmed that the matter has been resolved to your satisfaction, we will close off the complaint.
- If your complaint hasn't been handled in a manner you felt it should, to escalate kindly visit, call, write an e-mail or a letter to the Marketing Executive clearly explaining the matter.

How to contact us:

Marketing Manager

Mutual Gardens
100 The Chase (West)
Emerald Hill,
Harare:
Tel: (242)308400
Email: insure@oldmutual.co.zw
Website: www.oldmutual.co.zw

Old Mutual Contact Centre

Tel: (263) 08677007487
Toll Free: 433 (All Mobile networks) 08004302 (Landline)
Email: contactus@oldmutual.co.zw
Website: www.oldmutual.co.zw
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