



Complaints Policy

May 2018

Complaints policy

It is Willis Towers Watson's policy to ensure that any formal complaint received from a client is handled quickly, transparently and by an individual who is independent of the underlying client relationship. Such formal complaints will be escalated to a level of Management appropriate to ensure satisfactory and timely complaint resolution. Factors contributing to any client complaint will routinely be analysed for potential process weaknesses and corrective action implemented where necessary.

a. Complaint receipt

If a consultant receives an indication from a client that the client is unhappy with the service provided by the consultant, and it is not possible to resolve this issue immediately (to the satisfaction of the client) e.g. telephonically, the consultant should alert his/her senior to the existence of the problem, so that the senior can take action to try resolve the issue informally in discussion with the client.

Should this not be possible, the senior consultant has a responsibility to advise the client of Willis Towers Watson's formal complaints procedure and to invite the client to lodge a formal written complaint. When received, this will be forwarded to the Compliance Officer on the day of receipt.

The Compliance Officer will be responsible for maintaining a logbook recording pertinent details of any formal complaint received. This will include date, time, from whom received, action taken and an expected resolution date.

The Compliance Officer will also be responsible for formally acknowledging receipt of the complaint to the client within two business days of receipt thereof. This acknowledgement will include details of action taken thus far to resolve the complaint together with an expected resolution date. The client should also be made aware that he is entitled to request a copy of this Complaints Policy, should he so choose.

NOTE: Any outgoing client correspondence regarding a complaint (whether formal or informal) must be signed by at least one Key Individual of Willis Towers Watson.

b. Complaint resolution

It will ordinarily be necessary for the Compliance Officer to identify and appoint a suitably qualified individual to resolve the complaint. Complaints should typically be resolved within four weeks. It remains however the Compliance Officer’s responsibility to monitor and follow up on the status of any outstanding complaints. Should it become apparent that resolution of any complaint will take longer than previously communicated to the client, then the client is to be advised accordingly in writing. In such instances, the situation in question must be escalated to the attention of the Managing Consultant, should this not already have been done.

Final resolution of any complaint in favour of the Client is to be communicated to the client timeously and should provide an explanation of the events leading to the complaint and action taken by Willis Towers Watson to prevent recurrence. The client must also be offered a full and appropriate level of redress without delay.

(NOTE: if the Key Individual who is sending this communication to the client has any reason to suspect that the eventual outcome may be a claim against Willis Towers Watson’s Professional Indemnity cover, the Key Individual should advise the Compliance Officer and/or Legal Advisor before communicating this to the client.

Should Willis Towers Watson choose to dismiss a complaint for any reason, this must be communicated to the client in writing, providing full details of the rationale used to reach this decision.

Further, the client must be advised that in terms of Chapter 6 of the “Financial Advisory and Intermediary Services Act, 2002”, the client may, within six months, elect to submit the complaint to the office of the Ombud. The objective of the Ombud is to dispose of complaints in a “procedurally fair, informal, economical and expeditious manner”. The Ombud may make a final determination, in terms of which he may dismiss the complaint, prescribe a financial award to the complainant, or direct the authorised financial services provider, representative or other party involved to take such steps as he sees fit in order to resolve the issue.

For ease of reference, contact particulars of the Ombud are:

Customer contact division

The FAIS Ombud

Sussex Office Park, Ground Floor, Block B, 473 Lynnwood Road, Lynnwood, 0081



About Willis Towers Watson

Willis Towers Watson (NASDAQ: WLTW) is a leading global advisory, broking and solutions company that helps clients around the world turn risk into a path for growth. With roots dating to 1828, Willis Towers Watson has 40,000 employees serving more than 140 countries. We design and deliver solutions that manage risk, optimize benefits, cultivate talent, and expand the power of capital to protect and strengthen institutions and individuals. Our unique perspective allows us to see the critical intersections between talent, assets and ideas – the dynamic formula that drives business performance. Together, we unlock potential. Learn more at willistowerswatson.com.

Towers Watson (Pty) Ltd

Level 4, MontClare Place
23 Main Road, Claremont
Cape Town, 7708
South Africa

Towers Watson (Pty) Ltd is an authorised Financial Services Provider.

Copyright © 2018 Willis Towers Watson. All rights reserved.
WTW-ZA-2018-16011. May 2018.

willistowerswatson.com

Willis Towers Watson 