

GRAND RE BOTSWANA COMPLAINTS PROCEDURE

- Grand Reinsurance Botswana (Pty) Ltd recognizes that every customer has a right to complain. What follows is the process to follow should you feel the need to complain.
- Your feedback is important to us as it allows us to continuously improve our service and processes and affords us the opportunity to learn from bad experiences and create positive ones.
- For any complaint or feedback that a customer wishes to make regarding any service provided by Grand Reinsurance Botswana (Pty) Ltd, the client may lodge a complaint to the Legal and Compliance Manager of the Company for redress. Complaints made to the company are overseen by the Principal Officer.

PROCESS FLOW OF COMPLAINT, SUBMISSION

STEP ONE

WHERE TO COMPLAIN

For any complaint regarding any aspect of your dealing with Grand Reinsurance Botswana (Pty) Ltd, we urge you to lodge all complaints in writing using the following addresses:

TELEPHONE

+267 3117779

WEBSITE

www.grandreinsurance.com

EMAIL ADDRESS

complaintsbw@grandreinsurance.com

POSTAL ADDRESS

P.O Box 129 AAD Poso House,
Gaborone, Botswana

PHYSICAL ADDRESS

Plot 64515, Kgwebo 1, 2nd
Floor, Fairgrounds,
Gaborone, Botswana

Note: All telephonic complaints should be formalized by submitting it in writing via email, hand delivery mail or post.

STEP TWO

HOW WE HANDLE COMPLAINTS.

- Upon receiving your complete complaint detailing the exact nature of the issue, we shall promptly record it in the Complaints Register. Based on the nature of the request, we will assist you immediately, transfer your concern to the appropriate individual or officer, and ensure your contact details are noted.
- Complaints will be acknowledged within 48 hours.
- We will thoroughly investigate your complaint and strive to satisfactorily resolve it within five (5) working days. Please note that some cases may be complex requiring extended periods of investigation. However, we will keep you regularly updated on the progress and provide an estimated resolution date.
- Once your complaint has been resolved, we will advise you of the outcome and review key insights gained from the experience. This will help us enhance and improve our services and offerings to our clients and stakeholders.

STEP THREE

IF DISSATISFIED WITH YOUR COMPLAINT RESOLUTION.

- In the event the customer is not satisfied with the response received from the Legal and Compliance Manager, or the complaint is not attended to at all, then he /she can lodge a written complaint with the Principal Officer of the company.
- The Principal Officer will acknowledge the receipt of the complaint in writing within five (5) working days.
- Customers will receive a notification if the time it takes to resolve the complaint exceeds the above stated turnaround times.

STEP FOUR

HOW TO ESCALATE A COMPLAINT TO THE REGULATOR.

In case your issue has not been satisfactorily resolved through the Grand Reinsurance Botswana (Pty) Ltd complaints submission process, you may lodge your complaint with the Non-Bank Financial Institution Regulatory Authority along with all relevant documentation through their website, www.nbfira.org.bw OR address it to:

The Chief Executive Officer
Non-Bank Financial Institutions Regulatory Authority
Private Bag, 00314, Gaborone
3rd Floor, Exponential Building, Plot 54351,
New CBD Plot 54351, New CBD
Tel: (+267) 310 25 95 / 368 61 00
Fax: (+267) 310 23 76

Step 1: Submission

Submit your complaint in writing via any listed channels. All telephonic complaints must be formalized in writing.

Step 2: Acknowledgment and Recording

We will acknowledge receipt of your complaint within 48 hours and log it for investigation.

Step 3: Investigation and Resolution

Complaints are resolved within 5 working days, and we provide regular updates for complex cases.

Step 4: Escalation Process

If unresolved, escalate the complaint to the NBFIRA.
