



At Liberty Corporate, we welcome any feedback from members regarding our products and services we provide. We want to reassure our members that all complaints are taken seriously and treated equitably. All complaints are resolved in accordance with our internal complaints policy and the relevant legal frameworks.

### Start

#### Step 1: To lodge a formal complaint

✉ You can write to:

The Complaints Resolution Manager  
Liberty Corporate  
PO Box 2094  
Johannesburg  
2000

✉ Send an Email to:

[contact.lcb@liberty.co.za](mailto:contact.lcb@liberty.co.za)

🖨 Complete an:

[Online Complaints Form](#)

☎ Give us a call:

Tel: 011 408 2771  
Fax: 011 408 4440

### 24 hours

#### Step 2: On receipt of your complaint

- You will receive acknowledgement and be issued a unique reference number.
- Progress updates will be provided on a regular basis.
- All complaints and correspondences will be stored electronically as per legislative requirements.

### Day 20

#### Step 3: If your complaint has not been resolved within the indicated time

- A reason will be provided for the delay with an expected timeframe for resolution.
- The complaint will be referred to our Claims and Complaints Resolution Committee (CCRC).

### DAY 25

#### Step 4: When you receive a response

- A reason will be provided for the delay with an expected timeframe for resolution.
- The complaint will be referred to our Claims and Complaints Resolution Committee (CCRC).

#### Step 5: If you are unsatisfied with the response

- If a complaint is not resolved to your satisfaction, you may contact the relevant legislative body.

### Who to contact regarding UNRESOLVED complaints or disputes

About contractual issues/ long-term insurance policies:

#### Contact the Ombudsman for Long-term Insurance

Email: [info@ombud.co.za](mailto:info@ombud.co.za)  
Phone: 021 657 5000  
Sharecall: 0860 10 3236  
Fax: 021 674 0951  
Address: Private Bag X45  
Claremont  
7735

About Fund membership:

#### Contact the Pension Funds Adjudicator

Email: [enquiries@pfa.org.za](mailto:enquiries@pfa.org.za)  
Phone: 012 346 1738  
Fax: 086 693 7472  
Address: PO Box 580  
Menlyn  
0063

About advice from a financial advisor:

#### Contact the FAIS Ombudsman

Email: [info@faisombud.co.za](mailto:info@faisombud.co.za)  
Phone: 012 470 9080  
Sharecall: 0860 483 446  
Fax: 086 546 5694  
Address: PO Box 74571  
Lynwood Ridge



When you log a complaint using the contact details provided above, you should receive a unique reference number. If you do not receive this for your complaint, please contact the Complaints Resolution Manager.