

At the Corporate Selection suite of Umbrella Funds (CSUF), we welcome any feedback from members regarding our products and the services we provide. We want to reassure our members that all complaints are taken seriously and treated equitably. All complaints are addressed in accordance with our internal complaints policy and the relevant legal frameworks.

Start

Step 1: To lodge a formal complaint

- ✉ You can send an email to either:
The CSUF Principal Executive Officer:
Roger.spence@liberty.co.za

✎ Go to our website and complete an:
[Online Complaints Form](#)

- ✉ **OR** our Administrator:
lc.complaints@liberty.co.za

☎ **OR** give us a call/send us a fax:
Tel: 011 408 2771
Fax: 011 694 5304

Within 24 hours...

Step 2: On our receipt of your complaint:

- When you log a complaint with lc.complaints@liberty.co.za, you will receive an acknowledgement as well as a unique reference number from us. **If you do not receive this for your complaint**, please contact the Complaints Resolution Manager at lc.complaints@liberty.co.za.
- We will provide you with progress updates on your complaint on a regular basis.
- All complaints and correspondences are stored electronically as per legislative requirements.

Within 20 days...

Step 3: If your complaint has not been resolved within 20 days:

- We will provide you with a reason for the delay, along with an expected timeframe for resolution of your complaint.
- If you are not satisfied with the outcome of your complaint you may submit a request to the PEO to appeal or have your matter reviewed through our Dispute Resolution process.

Within 25 days...

Step 4: If your complaint has still not been resolved within 25 days:

- We will provide you with a reason for the delay, along with an expected timeframe for resolution of your complaint.
- We will provide you with our response to your appeal or the outcome of our Dispute Resolution process.

Step 5: If your complaint is still not resolved to your satisfaction after being reviewed through our Dispute Resolution process, you may contact the relevant legislative body as indicated in the right hand column.

Who to contact regarding UNRESOLVED complaints or disputes

About Fund membership and Fund-related matters:

Contact the Office of the Pension Funds Adjudicator

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

About contractual issues/ long-term insurance policies:

Contact the Ombudsman for Long-term Insurance

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

About advice from a financial advisor:

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