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1Life.co.za

COMPLAINTS PROCESS

We are committed to ensuring a fair and transparent complaints-handling process and are dedicated to a review process of the highest standard.

If you're not satisfied with the outcome of your complaint, you can escalate the matter to the resolutions manager by email to ceocomplaints@1life.co.za. Should we not be able to resolve the matter to your satisfaction, you will have an additional six months to begin legal proceedings or contact the relevant Ombudsman.

If you have a complaint on the advice and intermediary services received, you must lodge a complaint with the FAIS Ombudsman:

Web address:	www.faisombud.co.za
Email address	info@faisombud.co.za
Contact number:	012 762 5000 / 086 066 3274

If you have a complaint on the rejection of the claim, lapsed policy or mis-selling, contact the National Financial Ombud South Africa:

Web address:	www.nfosa.co.za
Email address:	info@nfosa.co.za
Contact number:	0860 800 900