

COMPLAINTS DATA FOR SUBSCRIBING MEMBERS |

Complaints data document 2023	Complaints Received	% of Total	Cases Considered	Cases Finalised	Resolved W/P in favour of Complainant
1Life Insurance Limited	197	2.93%	151	97	13
3Sixty Life Limited	108	1.61%	82	57	25
Abacus Insurance Limited	41	0.61%	22	15	5
ABSA Insurance and Financial Advisers (Pty) Limited	0	0.00%	0	0	0
ABSA Life Limited	252	3.75%	209	127	36
AIG Life South Africa Limited	57	0.85%	48	15	2
Alexander Forbes Life Limited	9	0.13%	8	5	2
Allan Gray Life Limited	10	0.15%	8	3	0
Assupol Life Limited	271	4.04%	172	102	23
AVBOB Mutual Assurance Society	168	2.50%	106	59	18
Bidvest Life Limited	8	0.12%	7	3	0
BrightRock Life Insurance Limited	38	0.57%	34	24	3
Bryte Life Company Limited	0	0.00%	0	0	0
Capitec Life Limited	2	0.03%	2	0	0
Centriq Life Insurance Company Limited	304	4.53%	230	113	21
Clientèle Life Assurance Company Limited	227	3.38%	150	98	28
Constantia Life and Health Insurance Company Limited	2	0.03%	2	0	0
Constantia Life Limited	2	0.03%	1	2	1
Discovery Life Limited	216	3.22%	191	150	30
Dotsure Life Limited	0	0.00%	0	0	0
Easypay Insurance Limited	11	0.16%	4	1	1
Emerald Life (Pty) Limited	169	2.52%	151	149	14
FedGroup Life Limited	2	0.03%	2	3	1
First Rand Life Assurance Limited	127	1.89%	90	45	9
Guardrisk Life Limited	186	2.77%	121	49	9
Guardrisk Microinsurance Limited	2	0.03%	0	0	0
Hollard Life Assurance Company Limited	550	8.19%	389	301	114
Hollard Specialist Life Limited	27	0.40%	16	13	4
Investec Life Limited	1	0.01%	1	0	0

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Just Retirement Life (South Africa) Limited	0	0.00%	0	0	0
King Price Life Insurance Limited	4	0.06%	1	0	0
Liberty Group Limited	710	10.57%	534	383	113
Linar (Pty) Limited	0	0.00%	0	0	0
Long Life Insurance Limited	0	0.00%	0	0	0
Merrit Insurance Limited	0	0.00%	0	0	0
Metropolitan Life Limited	453	6.75%	307	196	53
MMI Group Limited	249	3.71%	194	165	37
Nedgroup Life Assurance Company Limited	108	1.61%	85	73	10
New Era Life Insurance Company Limited	0	0.00%	0	0	0
Ninety One Assurance Life Limited	2	0.03%	1	0	0
NMS Insurance Services (SA) Limited	3	0.04%	1	0	0
Old Mutual Alternative Risk Transfer Limited	89	1.33%	64	37	13
Old Mutual Life Assurance Company (South Africa) Limited	1 123	16.73%	722	416	100
OUTsurance Life Insurance Company Limited	61	0.91%	51	21	1
Professional Provident Society Insurance Company Limited	41	0.61%	34	24	7
PSG Life Limited	1	0.01%	1	0	0
RMA Life Assurance Company Limited	16	0.24%	10	0	0
Safrican Insurance Company Limited	138	2.06%	101	76	27
SAHL Life Assurance Company Limited	17	0.25%	0	7	1
Sanlam Developing Markets Limited	241	3.59%	137	105	36
Sanlam Life Insurance Limited	341	5.08%	253	163	36
Santam Structured Life Limited	55	0.82%	38	19	3
Shield Life Limited	2	0.03%	2	0	0
Viva Life Insurance Limited	3	0.04%	2	0	0
Vodacom Life Assurance Company Limited	10	0.15%	9	5	2
Workerslife Assurance Company Limited	39	0.58%	31	28	13