

STRATUM BENEFITS TCF POLICY 2018/9

STRATUM BENEFITS ARE STEADFAST MARKET LEADERS THAT DRIVE INNOVATION THROUGH INGENUITY AND SPECIALISED SOLUTIONS FOR THE CONSUMER. TRANSPARENT QUALITY AND REMARKABLE VALUE ARE OFFERED THROUGH DISTINCT SERVICE EXCELLENCE AND A PROMISE OF DELIVERING AN EXPERIENCE WHERE EVERY SECOND COUNTS AND EVERY MINUTE IS A MEMORABLE ONE.

OUTCOME 1	TREATMENT OF CLIENTS AND TCF	COMPLAINTS	INTERNAL TCF APPROACH	INTERNAL STAFF TRAINING	PRODUCTS	DUE DILIGENCE
<p>Clients (Brokers) are confident that they are dealing with Stratum Benefits where the fair treatment of clients is central to the Stratum Benefits culture.</p>	<p>Client service monitoring has been revised to take into account TCF objectives.</p>	<p>Operational Management has been implemented to handle the complaints procedure where clients can be assured that their complaint(s) will be handled fairly and in line with TCF.</p>	<p>TCF is a topic in monthly management, sales and bi-weekly administration meetings, in order to ensure that TCF is understood and adhered to. TCF is published in the internal Employee Handbook.</p>	<p>Monthly employee training conducted to ensure employees are kept up to date on all policies, procedures and products. Internal communication is sent as and when the need arises to ensure proper communication takes place within the organisation, thus leading to better communication with clients / brokers.</p>	<p>A range of different products have been designed to cater for the lower, medium and high income, government employees, and employee group schemes.</p>	<p>Contracting with brokers is not finalised until all relevant and required documentation is provided.</p>
OUTCOME 2	TREATMENT OF CLIENTS AND TCF	COMPLAINTS	INTERNAL TCF APPROACH	INTERNAL STAFF TRAINING	PRODUCTS	DUE DILIGENCE
<p>Financial services and products rendered to clients are designed to meet the needs of the clients.</p>	<p>Annual surveys are conducted with brokers to assist in establishing the clients needs and take into account the requests for annual product design and benefit enhancements.</p>	<p>Feedback provided via complaints received regarding products, marketing material, and policy particulars are reviewed annually to ensure all our clients receive the best attention, service, experience, products and all our documentations is clear, understandable and easy to read. Feedback from complaints received regarding brokers inaccurate product marketing, are escalated and resolved.</p>	<p>Internal newsletters are sent as required to ensure proper communication takes places within the organisation.</p>	<p>Monthly employee training conducted to ensure employees are kept up to date on all policies, procedures and products. Internal communication is sent as and when the need arises to ensure proper communication takes place within the organisation, thus leading to better communication with clients / brokers</p>	<p>Products are reviewed to ensure that they remain accurate, clear and appropriate to the applicable client group, and provide remarkable value. Such information is gathered and communicated to product development, design, employees, management and the senior management team. The information gathered is then collated, and the top most affordable and memorable products are finalised and taken to market.</p>	<p>Our products are checked, underwritten and reinsured by Constantia Insurance Company (Pty) Ltd (CICL)</p>
OUTCOME 3	TREATMENT OF CLIENTS AND TCF	COMPLAINTS	INTERNAL TCF APPROACH	INTERNAL STAFF TRAINING	PRODUCTS	DUE DILIGENCE
<p>Clients receive clear information and are kept appropriately informed before, during and after the time the financial service is rendered.</p>	<p>Brokers receive in-depth product and process training from a region specific Broker Development Specialist and 'refresher' training thereafter. Brokers are then required to complete a Broker Training Form monthly in order to confirm that they have received clear product and process training. Brokers are sent a monthly communications via email called APEX which details all the comings within Stratum Benefits</p>	<p>Complaints received are assessed to measure feedback and communication to clients for appropriate action to take place. Complaints are recorded and reported on a weekly basis. Clients are responded to immediately once a complaint is received. If the complaint is unable to be resolved immediately, clients are notified of such. Feedback will then be given to the client daily until the complaint has been fairly resolved.</p>	<p>A monthly newsletter called Synergy is distributed to our nationwide broker base, informing them of relevant process, protocols and any possible changes that may occur. Brokers are expected to communicate important information and changes to their clients.</p>	<p>Monthly employee training conducted to ensure employees are kept up to date on all policies, procedures and products. Internal communication is sent as and when the need arises to ensure proper communication takes place within the organisation, thus leading to better communication with clients / brokers</p>	<p>A user friendly web site, where clients are able to access extensive information relevant to their individual product choice as well as a list of FAQ's and any contact information they may require, which gets reviewed and updated as and when the need arises.</p>	<p>Clients are sent a Welcome Letter and Policy Particulars within 24 hours of entering into the policy with Stratum Benefits. Brokers are copied in this correspondence to clients. If a client does not have an email address, the Welcome Letter and Policy Particulars are emailed to the broker, and then posted to the client to the address details provided. Once the Welcome Letter and Policy Particulars have been posted, the client will receive a call from a Stratum Benefits Specialist to inform the client their documentation has been posted.</p>

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OUTCOME 4 Where clients received advice, the advice is suitable and takes into account their circumstances	TREATMENT OF CLIENTS AND TCF	COMPLAINTS	INTERNAL TCF APPROACH	INTERNAL STAFF TRAINING	PRODUCTS	DUE DILIGENCE
	Stratum Benefits relies on their brokers to conduct the full intermediary service with clients by completing ROA's. Where inappropriate advice has been given, actions are recorded to prevent a reoccurrence.	Complaints are actioned and monitored regarding incorrect advice given from a broker to a client, and processes are put in place to assist to avoid a reoccurrence.	Internal employees are to escalate any and all complaints received regarding advice been given to a client, to Senior Management who have a process in place to handle such complaints.	Monthly employee training conducted to ensure employees are kept up to date on all policies, procedures and products. Internal communication is sent monthly to ensure proper communication takes places within the organisation, thus leading to better communication with clients / brokers.	Brokers conduct a full needs analysis with all potential clients regarding the products and financial implications, as well as disclosing Stratum Benefits Policy Particulars, Policy Exclusions and Terms and Conditions.	Marketing tools are provided to the brokers which enable them to accurately give advice on products / replacement products / upgrades etc.
OUTCOME 5 Clients have products that perform as FSP's told them it would and the service is at a standard of what they expect.	TREATMENT OF CLIENTS AND TCF	COMPLAINTS	INTERNAL TCF APPROACH	INTERNAL STAFF TRAINING	PRODUCTS	DUE DILIGENCE
	Clear and understandable Policy Particulars are issued to every client within 24 working hours after receiving their application. Internal processes and procedures ensure that client satisfaction and experience is achieved.	Stratum Benefits Specialists inform clients (brokers) should they wish to complain, what further recourse they have should they be unsatisfied with any transaction within Stratum Benefits, allowing escalation and resolution of such complaints internally before referring the client to the Ombudsman.	Products and client experience provided to clients is monitored to ensure that clients expectations are met. Internal and external procedures and processes ensure that speed and delivery is of the standard expected.	Monthly employee training conducted to ensure employees are kept up to date on all policies, procedures and products. Internal communication is sent as and when the need arises to ensure proper communication takes place within the organisation, thus leading to better communication with clients / brokers	When clients make us aware of a change of lifestyle i.e. financial difficulties, our Critical Client Care Specialists will inform the clients of possible options they may consider, to meet their needs. As we offer a range of products, a client has choice within our product range to meet their various types of ever changing needs.	Client / broker expectations are identified based on decision outcomes of the Ombudsman. Where failure to deliver on these expectations occurs, actions are put in place for improvement.
OUTCOME 6 Clients do not face unreasonable post-sale barriers to change product, switch provider, submit a claim or make a complaint.	TREATMENT OF CLIENTS AND TCF	COMPLAINTS	INTERNAL TCF APPROACH	INTERNAL STAFF TRAINING	PRODUCTS	DUE DILIGENCE
	Procedures do not deter clients from wanting to amend policies, submit claims, change cover or service providers.	Clients are kept informed regarding the progress and status of their complaints, with clear reasonings provided to the clients with factual evidence gathered.	Amendments and claims are actioned within an agreed SLA and feedback given to clients timeously.	Monthly employee training conducted to ensure employees are kept up to date on all policies, procedures and products. Internal communication is sent as and when the need arises to ensure proper communication takes place within the organisation, thus leading to better communication with clients / brokers	Suggestions and recommendations are considered throughout the year, and taken into account over the renewal period of the products.	Client / broker expectations are identified based on decision outcomes of the Ombudsman. Where failure to deliver on these expectations occurs, actions are put in place.

DATE 01/01/2018

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