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TREATING CUSTOMERS FAIRLY POLICY

Treating Customers Fairly is a core principle of our company and the way we conduct our business. We are constantly striving to improve our service and develop new and innovative ways to communicate our services and new product information to our clients. We commit to provide clear and concise information on all products marketed to the client.

The Key factors that determines our policy of treating customers fairly are as follows:

1. The client can be confident that they are dealing with a Company that holds the fair treatment of their customers in highest regard.
2. As specialists in our field, products and services marketed are designed to meet the individual and specific needs of our customers.
3. Our customers are provided with clear information and are kept appropriately informed before, during and after the point of sale.
4. Where we offer advice to our customers, the advice is relevant and takes their individual requirements into consideration.
5. Clients are provided with products from credible Insurers that have been tailor made for the Tourism and Hospitality sectors.
6. Customers will not face unreasonable post-sale barriers imposed to change products, switch providers, submit a claim or make a complaint.
7. Any complaints or grievances received from a client will be handled in a sympathetic, positive and professional manner.

Our customer's feedback is important to us. We want to know whether your experience with us lives up to your expectations. If you have any feedback let us know, because your views are vital to helping us improve our service in the future.