

## YOUR COMPLAINT JOURNEY

1. Acknowledge complaint same day.

- A team member will contact you to acknowledge complaint and collect additional information if any.

2. Complaint Record

- Your complaint is recorded and reviewed.

3. Complaint Investigation

- Investigation of complaint begins after all relevant information is collected from you.

4. Complaint Resolution

- You will be contacted informing you of the measures taken to resolve your complaint with three working days.

5. Complaint Update

- You will be updated on the third working day of any external investigation updates that is currently in process to resolve your complaint.

6. Complaint Closure and Record

- Your complaint is closed after your acceptance and record. Our Turn-Around-Time for resolution of complaints is 3 working days.