



# OLD MUTUAL SWAZILAND COMPLAINTS SHEET

OLDMUTUAL

DO GREAT THINGS EVERY DAY

Receiving branch  Date

Policyholder's name

Policy number(s)

## CUSTOMER CONTACT DETAILS (PREFERRED METHOD OF COMMUNICATION)

Telephone number

Email address

Postal address

## COMPLAINTS CATEGORY

## COMPLAINANTS ARGUMENT IN SUPPORT OF COMPLAINT

## HOW THE COMPLAINANT WISHES THE COMPLAINT TO BE RESOLVED (OUTCOME)

## OLD MUTUAL'S RESPONSE TO THE COMPLAINT

DATE	WHO	ACTION TAKEN
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

## OUTCOME OF COMPLAINT

Customer signature  Date

## CONTACT US

Tel +268 2411 7800 | Email [swaziland@oldmutual.com](mailto:swaziland@oldmutual.com)

**FOR OFFICE USE ONLY:** Consultant/Old Mutual staff name