

Complaint form

Policy or contract number

Please fill in this form; attach all relevant documents and return to the address below.

Complaints Resolution Department Momentum

Contact person The Complaints Resolution Officer

Postal address PO Box 7400

Centurion

0046

Physical address 268 West Avenue

Centurion

0157

Fax 086 519 8626

Email clientcomplaints@consultm.co.za

Preferred method of communication for this complaint Email Post Fax

Consult follows Momentum's complaints process. All complaints will thus be handled by Momentum, which is a subsidiary of MMI Group Limited, same as Consult.

Please contact us if you have not received a response from us within three working days after you have submitted your complaint.

Please afford Momentum and/or Consult an opportunity (maximum six weeks) to resolve the complaint before submitting this to the relevant ombudsman.

Information of complaints resolution consultant at Momentum

Name of person

Date of contact

Complaint reference number

Section 1: Complainant details

Title Initials

Full name(s)

Surname

Previous surname

Gender Male Female What language do you prefer? English Afrikaans

Date of birth

Identity, registration or passport number RSA ID Yes No

Policy or contract number

Contact details

Telephone number

Office number

Fax number

Mobile

Preferred email address

Physical address

 Postal code

Postal address (if different from above)

 Postal code

Section 2: Financial adviser details

Title Initials

Full name(s)

Surname

Contact details

Telephone number

Office number

Fax number

Mobile

Preferred email address

Section 3: Details of complaint

Please describe the circumstances that gave rise to your complaint. Use the following questions as a guideline to set out the relevant aspects of the complaint:

- Who provided the financial service?
- What financial service was provided?
- When was the financial service provided?
- Where was the financial service provided?

Insert extra pages if necessary.

Please write clearly. Explain the complaint, as well as your dissatisfaction with the service you received from the financial adviser.

