



Financial Services Board

TIPS FOR CONSUMERS

WHEN BUYING INSURANCE POLICIES



WHAT YOU SHOULD KNOW WHEN BUYING INSURANCE POLICIES

1. LICENSING:

Never enter into any business transaction with insurance companies or financial advisors that are not licensed with the **Financial Services Board (FSB)**. If you are unsure, call the **FSB's toll free number** to verify registration or licensing of the insurance company or financial advisor.

2. SHOP AROUND:

Shop around for the best policy. **Don't** take the first policy that comes your way. Different insurance companies offer similar benefits at different prices.



3. AFFORDABILITY:

Make sure that you can afford a policy **before** you commit yourself. Policies will lapse if you **stop paying** your monthly premiums and depending on the type of policy that you have, you may **not** get your money back.

4. TRUTHFUL AND COMPLETE INFORMATION:

Provide **truthful information** at all times when filling in forms to buy a policy. Your claim may not be paid if you have given false or incomplete information.



5. POLICY DOCUMENTS:

Make sure that you understand the policy before you commit yourself. Ensure that you receive a summary of the policy. Do not sign blank documents. You are entitled to request a copy of the policy. Keep the policy documents in a safe place!

6. INSURANCE POLICIES

Some insurance policies may be **cancelled** within 30 days after you have received the summary of the policy. If you decide not to cancel it after 30 days, you may forfeit your premiums that you paid to the insurance company.

7. GRACE PERIOD:

There is a **15 day** grace period for late payments of monthly premiums. If the premiums are not paid on day 16 then you are no longer covered. Please ensure that you pay the premiums during the grace period if you want the policy to continue. Check with the relevant financial advisor or insurance company before the grace period lapses.

8. RETIREMENT ANNUITIES:

They allow you to provide for an income in your old age. Some retirement annuities include **life cover** allowing an extra amount to be paid out to your family when you die.



9. COMPLAINTS:

You have a right to complain if you are **not satisfied** with the service received from the insurance company or financial advisor. Contact the relevant insurance company or entity whose conduct you want to complain about. Afford them the opportunity to respond **before** submitting any complaints to the relevant ombud office.

CONTACT DETAILS



1. Financial Services Board

Call Centre: 0800 20 20 87 or
0800 11 04 43

Website: www.fsb.co.za

Physical Address: Office Park,
Block B, 41 Matroosberg
Road (Corner of Garsfontein
and Matroosberg Roads),
Ashlea Gardens, Extension 6,
Menlo Park, Pretoria

2. For Short-Term Insurance related complaints contact:

**Ombudsman for Short-Term
Insurance**

Tel: 011 762 8900

Fax: 011 726 5501

E-Mail: info@osti.co.za

3. For Long-Term Insurance related complaints contact:

**Ombudsman for Long-Term
Insurance**

Tel: 021 657 5000

Fax: 021 674 0951

E-Mail: info@ombud.co.za

4. For complaints related to Financial Advisors contact: Ombud for Financial Services Providers

Tel: 012 470 9080

Fax: 011 348 3447

E-Mail: info@faisombud.co.za

5. For general financial services complaints contact:

Central Call Centre :

0860 662 837