



## **All About “Treating Customers Fairly”**

### **What is TCF?**

TCF stands for Treating Customers Fairly. TCF is being implemented by the Financial Services Board of South Africa to ensure that customers experience fair outcomes when dealing with Financial Service Providers. These three words encompass our approach to service and our vision of being a remarkable financial service provider that always puts our clients first.

MTN subscribes fully to the 6 outcomes of TCF and we are committed to ensuring that:

1. We always strive to treat our customers fairly throughout the life cycle of our insurance products.
2. We design and market insurance products that meet your needs.
3. You are provided with clear information and always kept up to date.
4. We will provide you with balanced information regarding our insurance products to ensure that you are able to make informed decisions.
5. We offer products that you can rely on and customer service that is in line with your expectations.
6. You will not face unreasonable barriers when submitting a claim or a complaint.

### **How does it affect me?**

If we fall short in our delivery of these 6 outcomes, we encourage you to contact us directly so that the matter can be resolved promptly and to your satisfaction. You can access our complaints resolution policy [here](#).

### **We promise to:**

Provide prompt, friendly, courteous, efficient and relevant customer service.

- Continue striving to excel in our customer service through continuous improvements and identification of new technologies.
- Deliver customer efficient processes.
- Assist you in making an informed decision.
- Build long lasting relationships with our customers.
- Actively seek your feedback on our services to ensure they meet your needs.

### **What to do going forward?**

#### **Update your details**

Assist us in making sure that our communication reaches you by updating your details. To do this, contact the Customer Care Department on 083 123 6084 or email us on [mtninfo@pinnaclemarketing.co.za](mailto:mtninfo@pinnaclemarketing.co.za)

#### **Chat to us**

Help us to recognise our people by telling us when you have received excellent customer service. Reach our Customer Care Department on 083 123 6084 or submit a compliment on [hellopeter.com](http://hellopeter.com)

#### **Making a complaint**

If we fall short in our service we encourage you to contact us directly so that the matter can be resolved right away and to your satisfaction. You can access our complaints resolution policy on the MTN website for general complaints. Any complaints can be submitted by emailing us on [mtncomplaints@pinnaclemarketing.co.za](mailto:mtncomplaints@pinnaclemarketing.co.za) or call us on 083 123 6084.

#### **Claims submission**

In the event of a claim, we offer our customers a hassle-free service whereby the settlement of the claim entirely depends on the customer. By this we mean that the customer has total control on their claim settlement turnaround time by ensuring that all relevant information is completed and provided to the insurer. If all information is received timeously, it is possible for a claim to be approved within 24 hours and settled within 72 hours. To submit a claim call one of our claims advisors on 083 123 6084 or email [mtnclaims@pinnaclemarketing.co.za](mailto:mtnclaims@pinnaclemarketing.co.za) and they will talk you through the process and tell you what forms are required to submit your claim.