Complaints Resolution Procedure for FundsAtWork and Corporate clients

Your feedback is important to improve our products, service, benefits, and advice.

- **If you are happy, we are happy**
  - If you are unhappy, we want to know and help you

**Our complaints handling procedure will help to resolve your problem.**

1. **Step 1** Lodge a complaint with your service consultant
2. **Step 2** Escalate your complaint to your administration manager
3. **Step 3** Contact our Complaints Resolution Department

Your administration manager will confirm within 24 hours that the complaint has been received.

complaints.resolution@momentum.co.za
You will receive a response within 24 hours.

Sue du Plessis
Escalated Complaints Specialist
Complaints Resolution Momentum Corporate
Tel +27 (0)87 742 9279

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