



Complaint form

(to be completed by the complainant)

I, the undersigned _____

with Identity Number _____

residing at (address)

submitted a complaint to LifeWise, a trading brand of Family Insurance (hereinafter referred to as LifeWise) on _____.

Contact details

Your preferred cell number: _____

Your preferred email address: _____

Summary of Complaint. Please include as much detail as possible to enable us to investigate.

Have you met an independent contractor or other person representing LifeWise? If so, kindly provide us with a description of your meeting.

When did you become aware that you have been joined as a member of LifeWise and what steps have you taken to lodge a complaint?

Have you received any communication from LifeWise? If so, please advise what communication was received.

What is your desired outcome?

Dated at _____ on this _____ day of _____ 20__

Signature of Complainant

Signature of Complainant

Signature of Complainant

Documents to be emailed to customercare@staylifewise.co.za with this form

- Proof of banking details, not older than 3 months with a bank stamp (electronic stamp will suffice),
- Copy of Identity Document, and
- Proof of monthly deduction of premiums by LifeWise.