

CUSTOMER COMPLAINTS PROCEDURE

> At Axion Life, we are committed to providing our customers with a high standard of service, but we understand things can go wrong. If by any reason your expectations have not been met, let us know as soon as possible.

Where a complaint arises, we will wherever possible endeavour to resolve the matter. The following process is adopted to resolve any complaints:

1. The client should contact the department manager to inform him/her of the dissatisfaction with the services provided. This can be done verbally by calling **+267 391 0170** or by visiting our offices. Alternatively, you can send your complaint in writing by emailing us at Complaints@axionlife.co.bw or by post to P O BOX 53 AAH, Gaborone.
2. The client will receive acknowledgement of their complaint within 24 hours of submission, and the Department Manager will review the complaint and provide a resolution within 5 working days (2 working days if the dispute is claim-related). If additional time is required, clients will be informed of the reason and estimated resolution period.
3. If the above steps fail, the client may escalate the matter to the principal officer and response will be provided to the client within 5 working days.
4. If the client remains dissatisfied, they may escalate the complaint to NBFIRA, of which Axion Life will submit a formal response to NBFIRA and the client within 5 working days of escalation.
5. NBFIRA will then assess and provide a ruling on the dispute.

DISPUTE TYPE	INTERNAL RESOLUTION TIMEFRAME	ESCALATION TO NBFIRA RESPONSE
General Complaint	5 working days	5 working days
Claim-Related Dispute	2 working days	5 working days

Note: Matters of a complex nature may require extended timeframes for resolution, depending on the specific circumstances of the dispute. In such instances, clients will be duly informed of the reasons for the delay and provided with an estimated timeline for resolution.