

TREATING CUSTOMERS FAIRLY (TCF) POLICY

A business that cares is a business that thrives, which is our aspirations and strategic intent continues to focus on our customers. Treating customers fairly is a core principle of our business, we commit to provide clear and concise information of all our products marketed to the client.

1. OUR CULTURE AND GOVERNANCE

A client can be confident that treating customers fairly is the essence of Corner Life (Pty) Ltd.

2. PRODUCT DESIGN

Corner Life (Pty) Ltd product and services are designed to meet the needs of our identified customers and marketing targeted accordingly.

3. CLEAR INFORMATION

Corner Life (Pty) Ltd clients are provided with clear information at every sale point.

4. SUITABLE ADVICE

Specific customer circumstances are always considered when advising on risk exposures and appropriate cover.

5. PERFORMANCE AND SERVICE

We endeavour to always provide our customers with high quality products we have promised and exceed expectations.

6. CLAIMS, COMPLAINTS AND CHANGES

Corner Life strives to make it as easy and convenient as possible to change products submit claims or lay complaints.

7. PROFESSIONALISM

Complaints and Grievance received from a client will be handled in a sympathetic Manner Professional Manner.

Corner Life (Pty) Ltd is always trying for ways to improve services to your convenience. One of the best ways to do this is by listening to your feedback and comments.