



How to contact our Client Care Team



Putting our clients first and providing you with excellent service is our top priority, but sometimes, despite our best efforts, things may not go as planned. We want your experience to be an exceptional one, but if this is not the case, we want to hear from you so that we can turn your experience around.

Complaints can come in various forms. It can be verbal: in person, over the phone or through on-line chats. It can be written via email or letter. Or even on social media platforms. These complaints may pertain to a wide range of issues, such as poor client service, product-related concerns, billing errors, delays, or breaches of contract.

How to contact us:



You can **chat with us on WhatsApp**, anytime, anywhere 24/7/365 by sending "Hi" to 0860 724 724



You can **contact our call centre** on 0860 724 724



You can **email us** at info@metropolitan.co.za



Send us a letter via post to Metropolitan Client Care Department PO Box 2212 Bellville 7535 Cape Town

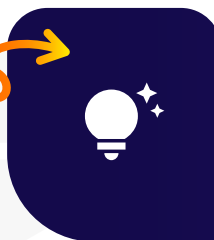


You can **visit any one of our branches** across the country

What happens when you submit a complaint or query:



We assign someone. You'll receive an SMS notification to acknowledge receipt of your complaint and once assigned, we'll be in contact.



We find a solution. Our goal is to resolve your concern in the shortest amount of time, and we'll make every effort to settle all first level complaints immediately.



[Click here to watch a short video about our complaints process.](#)



Our priority is to ensure that your concerns are acknowledged, investigated, and resolved in a timely manner. However, we realise that some complaints and queries are more complex and may need to be escalated.

Escalated complaints

Your satisfaction matters to us, and we genuinely want to hear from you. We encourage you to come to us first before escalating the matter to an external regulatory body, such as the ombudsman or resorting to social media.

When and how to escalate your complaint:



Escalation to a manager: You were not satisfied with the response you received and asked to speak to the service manager. The service member reviewed the complaint in an attempt to resolve the issue to your satisfaction, but you remain unhappy, you have more questions and feel frustrated.



You have **the right to escalate your complaint to an escalation complaint specialist** at Client Care. We will ensure that all complaints are managed fairly, promptly, and efficiently.



We will **keep you informed** throughout the process.



We will not pass you on to someone else and will **work until we resolve the issue.**

[Click here to watch a video that explains how to escalate a complaint which you feel was not adequately addressed.](#)



If you're **still not satisfied with the feedback on your complaint**, you can contact the relevant Ombudsman using the details below:



Particulars of the National Financial Ombud Scheme (NFOS)

(For claims/service-related matters)

Tel: 0860 800 900

E-mail: info@nfosa.co.za

Website: www.nfosa.co.za

Physical address:

Johannesburg: 110 Oxford Road, Houghton Estate, Illovo, Johannesburg, 2198
Cape Town: Claremont Central Building, 6th Floor, 6 Vineyard Road, Claremont, 770



Particulars of the FAIS Ombudsman

(For product/advice related matters)

Tel: 012 762 5000

Share call: 086 066 3274

E-mail: info@faisombud.co.za

Postal address:

PO Box 41, Menlyn Park, 0063



Particulars of the Financial Sector Conduct Authority

(For market conduct related matters)

Tel: 012 428 8000

Fax: 012 346 6941

E-mail: info@fsca.co.za

Postal address:

PO Box 35655, Menlo Park, 0102



Particulars of the Information Regulator

(For complaints relating to the use of Personal Information)

Tel: 010 023 5200

E-mail: popiacomplaints@inforegulator.org.za

Postal address:

PO Box 31533, Braamfontein, Johannesburg, 2017

We believe in keeping you informed throughout the complaint resolution process. You can expect regular updates from our team to ensure transparency and a clear understanding of the progress being made.

Whether you want to give us a compliment, make a complaint or submit a query, we love hearing from you and hearing about your experiences so that we can continue to improve our services to you. This is what we do best and why we've received numerous awards for excellent client service.

Remember, your satisfaction matters to us, and we genuinely care about how you feel. Come to us first, and together, we'll work towards finding a satisfactory resolution to any concerns you may have.