

Customer Complaints Procedure

How To Lodge A Complaint About Our Service

STEP 1

A complaint shall be reported and submitted as soon as reasonably possible, in writing to the Compliance officer, physically, with an option to email it to complaints@westlife.co.bw or delivery by post to the below address

Attention: Compliance Officer
Westlife Insurance Botswana Limited
Physical Address: Plot 64511, Unit 8, Showgrounds
Gaborone, Botswana
Postal Address: Private Bag BO 256, Gaborone

Where it is impossible for the policyholder to submit the complaint in writing, full details of the complaint must be verbally relayed to the Compliance officer who will reduce the complaint to writing. All supporting documentation must accompany the complaint.

A complaint received in the above manner shall be resolved within 5 working days and Complainant given adequate feedback in writing.

STEP 2

If the complainant is not satisfied after STEP 1, the complaint shall be escalated to the Principal Officer. Thereafter, feedback shall be afforded to the complainant within 72 hours

STEP 3

If the complainant is still not satisfied with the response (or got no response) to STEP 2, the complaint may call for mediation from the industry regulator - Non-Bank Financial Institutions Regulatory (NBFIRA).

The complainant may at any time approach the NBFIRA via the following avenues:

Website: www.nbfira.org.bw
Email: info@nbfira.org.bw
Tel: +267 3102595, 36863100
Fax: +267 3102376, 3102353
Postal: Private Bag 00314, Gaborone
Physical: 3rd floor Exponential Building,
Plot 54351 New CBD, Off PG Matante Road,
Gaborone