

Liberty Corporate Benefits

Contact Details and Complaints Resolution Procedure



Contact us

For assistance, customers should contact their Liberty accredited Financial Adviser, alternatively the Corporate Benefits contact centre below.

Corporate Benefits General Contact Centre

t: 011 558 2999

e: lc.contact@liberty.co.za

Liberty Corporate is a division of Liberty Group Ltd. Liberty Group Ltd is a licenced insurer and administrator of the Corporate Selection suite of Umbrella Funds.

Complaints

Complaints or comments should be directed to:

The Complaints Resolution Manager:

Liberty Corporate
P O Box 2094
Johannesburg
2000

t: 011 558 2999

e: lc.complaints@liberty.co.za

w: www.liberty.co.za

For Liber8 and Liberty Corporate Selection Suite of Umbrella Funds:

The Principal Executive Officer
P O Box 2094
Johannesburg
2000

t: 011 408 5685

e: roger.spence@liberty.co.za

If a complaint is not resolved satisfactorily by Liberty, customers may contact one of the legislative bodies that have been tasked to look after their interests.

For complaints regarding retirement funds:

The Pension Funds Adjudicator
P O Box 580
Menlyn
0063

t: 012 346 1738

f: 086 693 7472

e: enquiries@pfa.org.za

For complaints regarding financial sector ombud schemes

National Financial Ombud
110 Oxford Road,
Houghton Estate, Ilovo,
Johannesburg, 2198
Claremont Central Building,
6th Floor, 6 Vinyard Road,
Cape Town, 7708

t: 0860 800 900

e: info@nfosa.co.za

w: www.nfosa.co.za

For complaints regarding a Financial Adviser:

FAIS Ombud
P O Box 41
Menlyn Park
0063

t: 012 470 9080

f: 012 348 3447

e: info@faisombud.co.za

The above process is our formal complaints process and a reference number will always be provided. If you do not receive a reference number for a complaint, please contact the Complaints Resolution Manager using the contact details above.

Liberty Group Information Officer:

Libridge Building
25 Ameshoff Street
Braamfontein
Johannesburg,
2001

e: privacy@liberty.co.za

Information Regulator:

P O Box 31533
Braamfontein
Johannesburg,
2017

Complaints: complaints.IR@justice.gov.za

General enquiries: info@justice.gov.za