

Complaints data: subscribing long-term insurers in 2021

	Complaints received	Percentage of total	Cases considered	Cases finalised	Resolved W/P in favour of complainants
Old Mutual Life Assurance Company (SA) Limited	1 307	16.01%	889	465	24.9%
Hollard Life Assurance Company Limited	966	11.83%	702	518	46.7%
Liberty Group Limited	668	8.18%	510	388	28.9%
Metropolitan Life Limited	594	7.28%	418	282	41.8%
Clientèle Life Assurance Company Limited	328	4.02%	234	134	44.0%
Sanlam Life Insurance Limited	324	3.97%	254	160	13.1%
3Sixty Life Insurance Limited	317	3.88%	243	142	59.9%
ABSA Life Limited	285	3.49%	204	126	34.9%
MMI Group Limited	280	3.43%	229	181	34.3%
Safrican Insurance Company Limited	261	3.20%	164	115	41.7%
Guardrisk Life Limited	251	3.07%	124	63	19.0%
Santam Structured Life Limited	250	3.06%	152	89	28.1%
Centriq Life Insurance Company Limited	242	2.96%	195	109	26.6%
Sanlam Developing Markets Limited	239	2.93%	171	119	15.1%
Discovery Life Limited	218	2.67%	187	165	21.2%
Assupol Life Limited	216	2.65%	143	90	37.8%
Nedgroup Life Assurance Company Limited	214	2.62%	175	124	24.2%
1Life Insurance Limited	210	2.57%	180	122	18.9%
Emerald Life (Pty) Limited	200	2.45%	146	35	60.0%
AVBOB Mutual Assurance Society	177	2.17%	116	79	53.2%
First Rand Life Assurance Limited	168	2.06%	124	91	41.8%
BrightRock Life Insurance Limited	63	0.77%	45	30	33.3%
Workers Life Assurance Company Limited	52	0.64%	44	62	54.8%
AIG Life South Africa Limited	51	0.62%	35	37	35.1%
Hollard Specialist Life Limited	49	0.60%	35	17	52.9%
Professional Provident Society Insurance Company Limited	43	0.53%	36	23	30.4%
Abacus Insurance Limited	36	0.44%	19	18	27.8%
OUTsurance Life Insurance Company Limited	34	0.42%	25	24	20.8%
Vodacom Life Assurance Company Limited	14	0.17%	9	12	66.7%
Allan Gray Life Limited	12	0.15%	8	5	0.0%
Old Mutual Alternative Solutions Limited	12	0.15%	5	2	100.0%
Alexander Forbes Life Limited	11	0.13%	9	12	58.3%
SA Home Loans Life Limited	11	0.13%	9	11	9.1%
Viva Life Insurance Limited	11	0.13%	8	6	50.0%
Nestlife Assurance Corporation Limited	9	0.11%	9	14	35.7%
Bidvest Life Limited	6	0.07%	6	7	0.0%
Constantia Life & Health Insurance Company Limited	6	0.07%	6	4	25.0%
Real People Assurance Company Limited	5	0.06%	3	4	25.0%
Smart Life Insurance Limited	5	0.06%	2	2	50.0%
New Era Life Insurance Company Limited	4	0.05%	4	2	0.0%
Constantia Life Limited	2	0.02%	1	8	37.5%
Investec Life Limited	2	0.02%	2	0	0.0%
FedGroup Life Limited	1	0.01%	0	0	0.0%
Just Retirement Life (SA) Limited	1	0.01%	0	0	0.0%
Ninety One Assurance Limited	1	0.01%	0	0	0.0%
Shield Life Limited	1	0.01%	0	0	0.0%
ABSA Insurance and Financial Advisers (Pty) Limited	0	0.00%	0	0	0.0%
Alexander Forbes Investments Limited	0	0.00%	0	0	0.0%

Dotsure Life Limited	6	0.00%	3	2	0.0%
Merrit Insurance Limited	0	0.00%	0	0	0.0%
PSG Life Limited	0	0.00%	0	0	0.0%