

	Complaints received	% of Total	Cases Considered	Cases Finalised 2022	Resolved W/P in favour of Complainant
1Life Insurance Limited	185	2.60%	158	123	33
3Sixty Life Insurance Limited	144	2.02%	99	158	81
Abacus Insurance Limited	20	0.28%	14	10	5
ABSA Insurance and Financial Advisers (Pty) Limited	0	0.00%	0	0	0
ABSA Life Limited	236	3.31%	186	150	35
AIG Life South Africa Limited	53	0.74%	44	18	2
Alexander Forbes Investments Limited	0	0.00%	0	0	0
Alexander Forbes Life Limited	12	0.17%	10	5	2
Allan Gray Life Limited	11	0.15%	4	4	0
Assupol Life Limited	230	3.23%	148	85	30
AVBOB Mutual Assurance Society	145	2.03%	86	58	24
Bidvest Life Limited	7	0.10%	6	4	1
BrightRock Life Insurance Limited	50	0.70%	40	38	10
Centriq Life Insurance Company Limited	275	3.86%	202	114	24
Clientèle Life Assurance Company Limited	319	4.48%	237	158	33
Constantia Life Limited	6	0.08%	4	2	0
Constantia Life & Health Insurance Company Limited	1	0.01%	0	1	1
Discovery Life Limited	233	3.27%	207	132	25
Dotsure Life Limited	1	0.00%	1	1	0
Emerald Life (Pty) Limited	189	2.65%	167	76	17
FedGroup Life Limited	3	0.04%	3	0	0
First Rand Life Limited	119	1.67%	77	64	17
Guardrisk Life Limited	165	2.32%	80	55	10
Guardrisk Microinsurance Limited	0	0.00%	0	0	0
Hollard Life Assurance Company Limited	697	9.78%	522	346	111
Hollard Specialist Life Assurance Limited	47	0.66%	30	15	8
Investec Life Limited	1	0.01%	1	0	0
Just Retirement Life (SA) Limited	1	0.01%	1	0	0
Liberty Group Limited	683	9.58%	537	363	132
Long Life Limited	2	0.03%	0	0	0
Merrit Insurance Limited	0	0.00%	0	0	0
Metropolitan Life Limited	465	6.53%	314	228	74
MMI Group Limited	280	3.93%	220	156	51
Nedgroup Life Assurance Company Limited	140	1.96%	113	123	31
New Era Life Insurance Company Limited	1	0.01%	1	2	0
Ninety One Assurance Life Limited	4	0.06%	1	0	0
NMS Insurance Services Limited	1	0.01%	1	1	1
Old Mutual Alternative Risk Transfer Limited	147	2.06%	109	26	3
Old Mutual Life Assurance Company (SA) Limited	1 113	15.62%	713	454	111

OUTsurance Life Insurance Company Limited	41	<b>0.58%</b>	37	18	4
Professional Provident Society Insurance Company Limited	40	<b>0.56%</b>	32	20	7
PSG Life Limited	1	<b>0.01%</b>	1	1	0
Safrican Insurance Company Limited	193	<b>2.71%</b>	150	96	34
SA Home Loans Life Limited	9	<b>0.13%</b>	7	5	0
Sanlam Developing Markets Limited	331	<b>4.64%</b>	248	133	39
Sanlam Life Insurance Limited	355	<b>4.98%</b>	282	187	36
Santam Structured Life Limited	93	<b>1.31%</b>	68	45	13
Shield Life Limited	2	<b>0.03%</b>	2	2	1
Smart Life Insurance Limited	8	<b>0.11%</b>	4	2	2
Viva Life Insurance Limited	2	<b>0.03%</b>	2	2	0
Vodacom Life Assurance Company Limited	7	<b>0.10%</b>	5	5	1
Workers Life Assurance Company Limited	52	<b>0.73%</b>	48	36	10