



SIS ASSIST
ESCALATION PROCESS

STRATEGIC INSURANCE SYSTEMS

UNDERWRITING MANAGERS

FOR SIS ASSIST 24/7 CALL: 010 271 3055

ESCALATION PROCESS

For any queries or assistance needed contact:

INTERNAL ACCOUNTS MANAGER

Name: Wilmari Kruger

Email: wilmari.kruger@clc.co.za

Contact Number: 066 287 6483

CEO

Name: Karla Hunt

Email: karlah@clc.co.za

Contact Number: 083 285 2980

COMPLAINTS

- If any complaints arise from a broker or a client, please gather the reference and details.
- Once you have obtained this information, please send an email to complaints@clc.co.za.
- They have 24 working hours to respond to the complaint.
- If no response is received from the complaints team, please escalate the matter to their Client Services Manager, Tshego Masike, via email at tshego.masike@clc.co.za