Zimnat Asset Management
Complaints Handling

We are committed to resolving any complaint at the first point of contact. However, depending on the nature of complaint, this may take longer as investigations may be required to resolve the matter comprehensively.

What is a complaint?

A complaint is an oral or written statement of dissatisfaction regarding a matter that:

We have the authority to resolve.
Concerns a Zimnat product, service, procedure, action or operation.
Concerns an action or operation of a Zimnat employee or contractor.
Requests or implies that we respond or take some action.

Takazvipira kugadzirisa zvichemo zvenyu patinosangana nazvo pose. Tinokuzivisai zvakare kuti nguva yatinotora kugadzirisa chichemo chenyu inosiyana maererano nemamiriro akaita chichemo chenyu.

Chii chinonzi chichemo?

Chichemo chinyorwa kana zvitaurwa zvekusagutsikana nenyaya yakaitika sekuti:

Isu tisu tine mvumo yekugadzirisa zvanetsa vatengi vedu.
Zvine chekuita nezvigadzirwa zveZimnat, masevhisi, maitiro nemashandiro eZimnat.
Zvine chekuita nemaiitiro nemashandiro evashandi ve Zimnat.
Zvikumbiro kana nhanho dzatingatore kugadzirisa zvichemo zvenyu.

Sizinikele ekuxazululeni izikhalazo zakho ngokushesha okukhulu. Kungelani, kusiya ngesimo sesikhalazo sakho kunga thatha isikhathi eside njengoba ukudingisisa ngesimo sendaba yakho kungathatha isikhathi ukuze ixazululwe ngokugcweleyo.

Siyini isikhalazo?

Isikhalazo ngokubhaliweyo loba okukhulunyiweyo ngendaba njengokuthi:

Siyakwazi ukuyixazulula.
Iphathelene nesevisi yeZimnat, inqubo, isenzo noma ukusebenza.
Iphathelene nesenzo noma ukusebenza komsebenzi weZimnat loba usonkontileka.
Isicelo loba kusho ukuthi sithatha isenzo esithile.

Making life better

You may file a complaint by contacting any Zimnat branch in person or through the following touch points:

@Zimnat
@ZimnatOfficial
0772 175 990
www.zimnat.co.zw
Toll free 321 / landline 0242 -701182
customercare@zimnat.co.zw

In such circumstances:

i. We shall keep you informed about the status of your complaint within 2 working days.
ii. You will be advised of the name of the officer investigating your complaint.
iii. We will provide updates on the outcome of our investigations and proposed actions.
iv. If not satisfied with outcome you have a right to escalate your query to the Chief Executive Officer of Zimnat Investments Cluster.
v. Should you remain dissatisfied after the resolution of your complain, you reserve the right to escalate the complaint to:

The Chief Executive Officer
Securities Exchange Commission of Zimbabwe
Block C, Ground Floor,
Smatsatsa Office Park
Borrowdale Road
Harare

email: seczim@seczim.co.zw

Zimnat ASSET MANAGEMENT
associated with Sanlam group