



The Federated Employers Mutual Assurance Company (RF) (Pty) Ltd ("FEM") is licensed to conduct non-life insurance business.

FEM moves to a global customer service platform, ConnexAI!

Reasons for the move:

- Our platform offers multiple communication options—voice calls, SMS, WhatsApp, or email—so customers can choose the method that suits them best.
- We can more accurately measure and enhance the customer experience based on detailed insights.
- We aim to provide exceptional service and interaction for our policyholders, claimants, and beneficiaries.
- This innovative software boosts productivity while keeping customer service at the forefront.
- It improves the customer experience by reducing wait times and allows requests for callbacks via SMS or WhatsApp.
- WhatsApp messages and SMS are saved on the customer's device for easy reference.

Choose the most convenient way to contact us using one of the details below:

Voice call: 010 493 8579

WhatsApp: 060 093 7166

SMS: 279600010007124



www.fem.co.za
[linkedin.com/company/fem-pty-ltd](https://www.linkedin.com/company/fem-pty-ltd)
[facebook.com/FEMassurance](https://www.facebook.com/FEMassurance)



(T) +27 11 359 4300
(E) enquiries@fema.co.za



2nd Floor Oxford & Glenhove, 114 Oxford Rd, Houghton Estate, 2198 - Private Bag 87109, Houghton, 2041

The Federated Employers Mutual Assurance Company (RF) (Pty) Ltd ("FEM") is licensed to conduct non-life insurance business. | Reg. No. 1936/008971/07