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## COMPLAINT PROCEDURE

### COMPLAINT HAS TO BE IN WRITING

In order for a complaint to receive the attention that it deserves, we request that your complaint be submitted to us in writing. Please ensure that where the complaint is delivered by hand or by any other means, you obtain and keep proof of delivery.

### COMPLAINT HAS TO BE RELEVANT

The financial services environment is complex. We will endeavour to address all reasonable requests from our clients, but may also refer you to a more appropriate facility. Where the complaint pertains to any aspect of our service, or any disclosures that ought to be made by us, we will endeavour to address those complaints in writing, within three days. In instances where the complaint pertains to something not within our control, such as product information or investment performance we will forward the complaint to the product provider concerned.

### PROCEDURES

The following is a step-by-step guideline sets out the procedures we will adopt and shows how a complaint will be dealt with, once received by us:

1. The complaint will be lodged in our central complaints register on the same day that it is made and confirmation of receipt forwarded to you.
2. The complaint is immediately drawn to the attention of the senior manager in charge of the addressed department, for allocation to a trained and skilled person who specialises in that type of complaint.
3. The complaint will be investigated and we will revert to you with our preliminary findings within three working days.
4. The preliminary findings will be discussed with all our internal parties concerned, and any decisions taken there, will be communicated to you within a further three working days. (The rules provide for a maximum of 3 weeks)
5. In the event that you are not satisfied with our solution, you may refer the complaint to Eugene Visagie, who is the Head of Strategy of Optimum Investment Group. The above individual may amend the solution or confirm it. Please be informed that certain decisions may have to be approved by the Board or Management committee of the company. In such a case, we will communicate that fact to you, as well as the date on which a decision will be taken.

6. If, after having referred the complaint to management you are still not satisfied with the outcome, we will regard the complaint as being unsatisfactorily resolved. In such a case, you may approach the office of the Ombud for Financial Services Providers or take such other steps as may be advised by your legal representatives. The referral to the office of the Ombud must be done in accordance with the provisions of section 21 of the Financial Advisory and Intermediary Services Act 2002 and the rules promulgated in terms of that section. In instances where we have not been able to arrive at a resolution within six weeks after you have lodged your complaint, the matter may automatically be referred to the Ombud.
7. You must, if you wish to refer a matter to the Ombud, do so within a period of six months. The Ombud will not adjudicate in matters exceeding a value of R800 000.00.
8. The Ombud may be contacted at their offices in Pretoria, at the following address: Physical Address: Baobab House, Eastwood Office Park, Lynnwood, Pretoria, 0081 PO Box 74571, Lynnwood Ridge, 0040 Telephone: +27 12 470 9080 / 0860 324 766 Facsimile: +27 12 348 3447 E-mail Address: [info@faisombud.co.za](mailto:info@faisombud.co.za) Website: [www.faisombud.co.za](http://www.faisombud.co.za)
9. In the event of us not reverting to you within the time periods indicated above, kindly contact Eugene Visagie [eugene@aip.co.za](mailto:eugene@aip.co.za) for an explanation as to why we have not yet communicated with you.
10. Please do not accept any communication from any person until it has been confirmed in writing.

#### **EXAMPLE OF A COMPLAINTS REGISTER (Content)**

It is recommended that the complaints register contains at least the following information. It is further recommended that the complaints register is kept electronically, with access granted to all staff dealing with complaints as well as supervisors. Care should be taken that not all staff has the right to edit information, and that where information is uploaded or edited, appropriate identification tools exist. Ideally, electronic records should be backed up and stored off-site. Where reference is made to documentation that supports information contained in the complaint register relies, that information should be kept either in the client file, or in a separate complaints file, or scanned electronically in support of the complaints register.



## **DETAILS TO BE INCLUDED IN COMPLAINTS REGISTER**

- Name of client
- Date complaint received
- Nature of complaint
- Internal complaint/client reference number
- Date of acknowledgement of receipt
- Name of internal staff member dealing with complaint
- Date complaint allocated
- Date and nature of initial response
- Date initial response confirmed
- Date client referred to higher authority
- Date referred to higher authority (if applicable)
- Result of referral
- Client accepted/rejected result
- Description of actions/restitutions made if client accepted result
- Date referred to Ombud (if applicable)