

# INTERNAL COMPLAINTS POLICY

## PURPOSE OF THIS DOCUMENT

We are a licensed Financial Service Provider with the authority to provide financial advice and intermediary services in terms of the Financial Advisory and Intermediary Services Act, 37 of 2002. ("FAIS"). Our formal complaints resolution policy and procedure is attached to assist you in the event of a complaint.

## DEFINITION OF A COMPLAINT

A complaint can be defined as an event where you are of the opinion that we or any of our Representatives provided financial advice or intermediary services and you feel:

- ∞ that we or our representatives did not comply with FAIS and that you suffered/ will suffer financial prejudice or damage as a result
- ∞ that we intentionally or negligently gave financial advice or rendered an intermediary service which caused you prejudice or damage or is likely to cause damage; or
- ∞ that we treated you unfairly

## OUR COMMITMENT TO YOU

- ∞ Our Complaints Policy and Procedures will be made available to you on request
- ∞ We will attend to, and resolve any complaint timeously and fairly.
- ∞ All relevant staff will be trained with regard to the resolution of complaints in accordance with the relevant provisions of FAIS.
- ∞ Records of all complaints will be kept for a minimum period of 5 years. Please note that this is a statutory recordkeeping requirement in terms of FAIS, and as such, all your personal information (as per the Protection of Personal Information Act – POPI) submitted will similarly be held for this period. The information will be made available to/ processed by our staff where required, as well as our compliance practice for audit purposes, the Regulator (FSB) and any Ombud who has jurisdiction. It is our business practice to retain records indefinitely so that we can identify possible trends and avoid similar complaints going forward, therefore we will keep this information in accordance with our internal policies.
- ∞ Corrective measure will be taken to ensure that problems and shortcomings identified will not happen again

## OBLIGATIONS OF OUR REPRESENTATIVES

- ∞ Our Representatives must adhere to the requirements of FAIS at all times; and
- ∞ Our Representatives must ensure that all complaints received are forwarded to our complaints officer

## PROCEDURE WHEN SUBMITTING A COMPLAINT

All complaints must be in writing and can be sent either by e-mail to: (complaints officer details)

Telephone Number – 011 807 1052

E-mail Address – dave@davepohl.co.za

The following information must be provided in order for us to assist:

- Your name, surname and contact details;
- A complete description of your complaint;
- Details of where the transaction took place;
- The name of the person who provided you with the financial service;
- The date on which the event occurred;
- All documentation relating to your complaint; and
- Method of preferred communication.

## PROCEDURE WHEN WE HAVE RECEIVED YOUR COMPLAINT

When we receive your complaint, we will:

- ∞ Acknowledge receipt, in writing, within 48 hours and add your complaint to our internal complaints register
- ∞ Your complaint will be allocated to an appropriate person for further investigation
- ∞ We may ask for additional information if needed;
- ∞ We will investigate, attempt to resolve and respond within 21 days of receiving your complaint, or after receiving any additional information we require;
- ∞ If we require further time to investigate the complaint, this will be communicated to you in writing or telephonically
- ∞ We will let you have our response in writing with full reasons. Please note that certain decisions may have to be approved by the Managing Body of the organisation. In such a case, we will communicate that fact to you, as well as the date on which a decision will be taken.
- ∞ In the event of us not being able to resolve the complaint or if you are not satisfied with our response, the complaint may be pursued, within a six (6) month's period, with the FAIS Ombud, or any other Ombud who has jurisdiction, contact details below. Alternatively, you may approach your own legal counsel.

**NOTE: We are required to be provided with a six week period within which to resolve any complaint, before the FAIS Ombud will have jurisdiction**

## OMBUD COMPLAINTS

The FAIS Ombud will not adjudicate in matters in excess of R800 000.

If you have instituted action in a court of law in respect of this complaint the Ombud will not consider the complaint. If the complaint was not resolved through conciliated settlement, the Ombud may make a determination which has the same legal status of a civil court judgement. An award of costs may be made against the person complained against. An award of costs may be made against a complainant if the conduct of the complainant was improper or unreasonable, or if the complainant caused an unreasonable delay in the finalisation of the investigation

The FAIS Ombud Telephone No: 0860 FAISOM (0860 324 766)

E-mail: [info@faisombud.co.za](mailto:info@faisombud.co.za)      [www.faisombud.co.za](http://www.faisombud.co.za)

Long term Ombud Telephone No: (021) 657 5000    Facsimile No: (021) 674 0951

E-mail: [info@ombud.co.za](mailto:info@ombud.co.za)      Private Bag X 45, Claremont, 7735

Short Term Ombud Tel. 011 726-8900 | Fax. 011 726-5501 | Sharecall: 0860 726 890 |

E-mail. [info@osti.co.za](mailto:info@osti.co.za)

Pension Funds Adjudicator Tel: 012 3461738, 012 748 4000 Fax: 0866937472

E-Mail: [Enquiries@pfa.org.za](mailto:Enquiries@pfa.org.za)      Website: [www.pfa.org.za](http://www.pfa.org.za)

In the event of us not reverting to you within the time periods indicated above, kindly contact the Complaints officer for an explanation as to why we have not yet communicated with you. Please do not accept any communication from any person until it has been confirmed in writing.