



COMPLAINANT PROCEDURE COMMUNICATION

PURPOSE OF THIS DOCUMENT

Kgabo Benefit Consulting (Pty) Ltd is an Authorised Financial Services Provider, FSP 53270, and as such we have certain specific duties towards you – our valued client. One of these duties is the establishment of a formal complaints management and resolution framework, which will enable you to exercise your rights as provided for in the Financial Advisory and Intermediary Services Act.

The purpose of this document is to inform you of the procedure which will be followed in order to provide a resolution for the complaint you wish to submit.

COMPLAINT MUST BE RELEVANT

In terms of the FAIS Act, a “complaint” means, a specific complaint relating to a financial service rendered by a financial services provider or representative to the complainant on or after the date of commencement of this Act, and in which complaint it is alleged that the provider or representative -

- has contravened or failed to comply with a provision of this Act and that as a result thereof the complainant has suffered or is likely to suffer financial prejudice or damage;
- has wilfully or negligently rendered a financial service to the complainant which has caused prejudice or damage to the complainant or which is likely to result in such prejudice or damage;
- has treated the complainant unfairly;

We will endeavour to address all relevant complaints from our investors but may also refer you to a more appropriate facility. Where the complaint relates 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 seven (7) Business days.

Please be advised that we reserve the right to recover costs or damages that we may suffer as a result of clients making frivolous, vexatious or unreasonable claims.

INTERNAL PROCEDURE TO LODGE A COMPLAINT

Our internal complaints procedure is intended to provide for the fair and effective resolution of complaints. The time periods set out in this procedure will be adhered to as strictly as possible but may be varied if necessary.

The following step by step guideline sets out the procedures we follow once received by us:

- Your complaint and all communications in connection with your complaint must be in writing.
- All verbal communications made will not be regarded as a complaint and we require the complaint to be

confirmed in writing within three (3) days of the communication.

- Please indicate the following information on your letter /email to us:
 - Your name, surname and contact details;
 - A complete description of your complaint and the date on which the financial service which led to your complaint;
 - The name of the person who rendered the intermediary service that led to your complaint; and
 - Full details of your dispute in respect of the intermediary service rendered.
- The complaint will be entered into our Complaints Register, in the correct category for the complaint, on the same day that it is made and written confirmation of receipt shall be forwarded to you. We will keep record of the complaint and maintain such record for 5 years as required by legislation.
- The complaint will immediately be brought to the attention of a Senior Manager and Compliance Officer for the entity and a formal investigation will be done **within 7 (seven) working days** from the date of receipt of the complaint. The preliminary findings will be discussed with all internal parties concerned, and a proposed solution will be communicated to you within a **further 7 (seven) working days**. In all instances we will advise you of the reasons for our decisions.

You can contact us on the following to lodge your complaint:

Email address: complaints@kgabobenefitconsulting.co.za

EXTERNAL PROCEDURE TO LODGE A COMPLAINT

- In the event that you are not satisfied with our solution, you may refer your complaint to the Ombud for Financial Services Providers.
- The Ombud is appointed by the Financial Services Conduct Authority (the “FSCA”) to act as an adjudicator in disputes between clients and financial services providers. The referral to the offices of the Ombud must be done in accordance with the provisions of section 27 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 6 (six) weeks** after you have submitted your complaint, the matter may be referred to the FAIS Ombud. The Ombud acts independently and objectively and has jurisdiction in respect of complaints relating to advice and/or intermediary services. You must, if you wish to refer the matter to the Ombud, do so **within 6 (six) months** from the date of the notice in which we inform you that we are unable to resolve your complaint to your satisfaction.

Financial Advisory and Intermediary Services (FAIS) Ombudsman:

Postal Address: PO Box 74571, Lynnwood Ridge, 0040

Physical Address: Sussex Office Park, Ground Floor, Block B, 473

Lynnwood Road Corner Lynnwood Road & Sussex Ave,

Lynnwood, 0081

Telephone: 012 470 9080 / 012 762 5000

Website: www.faisombud.co.za

Email address: info@faisombud.co.za