

## **COMPLAINTS POLICY**

### **DEFINITION OF COMPLAINT**

A complaint means a specific complaint relating to a financial service rendered to the client on or after the date of commencement of FAIS, namely 30 September 2004, alleging that we:

- Contravened or failed to comply with any provision of FAIS and that as a result thereof, the client has suffered or is likely to suffer financial prejudice or damage;
- Willfully or negligently rendered a financial service to the client which caused prejudice or damage to the client or which is likely to result in such prejudice or damage;
- Treated the client unfairly.

### **COMPLAINTS PROCEDURE**

1. The client must submit a written complaint via delivery, facsimile, post or electronic means to the offices of Custodian Wealth (Pty) Limited. All relevant information must be included, and copies of documentation must be attached. If the complaint is not in writing, ask the client to lodge the complaint in writing.
  - Postal Address: Suite 32, Private Bag X4005, Ferndale, 2160, South Africa
  - Physical Address: 4 Homestead Ave, Bryanston, 2021 (Unit 5)
  - Fax: 086 560 3849
  - E-Mail: [info@custodianwealth.co.za](mailto:info@custodianwealth.co.za)
2. The representative of Custodian Wealth (Pty) Limited must immediately advise a member of the board, and if such board member is not immediately available, senior management of the complaint received. The Compliance Officer is also to be advised.
3. Immediately log the date and contents of the complaint in the Complaints Register.
4. Custodian Wealth must within 5 days of receipt acknowledge receipt of the complaint in writing to the client. The acknowledgement must include the contact details of the staff member responsible for the resolution of the complaint.
5. Investigate the complaint to ascertain whether the complaint can be resolved immediately.
6. If the complaint can be resolved immediately, take the necessary action and advise the client accordingly.
7. If the complaint cannot be resolved immediately, send the client a written summary of the steps to be taken to resolve the matter and the expected date of resolution.
8. If unable to resolve the complaint within 3 weeks of logging the complaint in the Complaints Register, notify the client by means of a written acknowledgement. This will outline the current status of the complaint and the expected date of final resolution.

9. Where a complaint is not resolved within a further 3 weeks of the written acknowledgement (6 weeks since complaint logged), to the client's satisfaction, Custodian Wealth must notify the client and:

- provide full written reasons of the company's decision;
- advise the client that he/she can pursue his/her complaint with the Ombud for Financial Service Providers, which must be done within 6 months of receiving such notification;
- provide the Ombud's name, address and contact details, which are as follows:

**Address:**

The Office of the Ombud for Financial Service Providers  
P O BOX 74571  
Lynwood Ridge  
0040

**Telephone No:** 012 470 9080

**Fax No:** 012 348 3447

**Email Address:** info@faisombud.co.za

**Website:** www.faisombud.co.za

- Where policies are concerned, provide the details of the long-term Insurance ombudsman, which are as follows;

**Address:**

The Ombudsman for Long-term Insurance  
Private Bag X45  
Claremont  
7735

**Telephone No:** 021 657-5000 / 0860 103 236

**Fax No:** 021 674-0951

**Email Address:** info@ombud.co.za

**Website:** www.ombud.co.za

10. All complaints and correspondence relative to the complaint will be held on record in a separate folder/file.

11. Update the register with all developments / activities.

12. An internal follow-up procedure must be established to ensure that:

- occurrences giving rise to complaints are avoided; or
- services are improved; or
- internal complaint system and procedures are improved.

13. We may not levy any fee or charge any client for:

- the utilisation by the client of the internal complaint resolution systems and procedures;
- any efforts by Custodian Wealth (Pty) Limited to facilitate and resolve any complaint.