

THE FINANCIAL ALLIANCE (PTY) LTD INTERNAL POLICY DOCUMENT

SUBJECT: MANAGEMENT OF CUSTOMER COMPLAINTS

RESPONSIBLE COMMITTEE: EXCO

RISK OWNER: MANAGING DIRECTOR

TITLE POLICY ON INTERNAL COMPLAINTS MANAGEMENT PROCEDURES

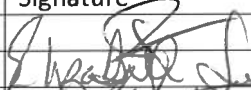
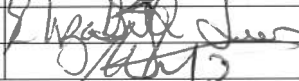
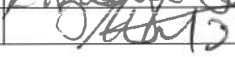
COMPILED BY INTERMEDIARY SUPPORT SERVICES SA (PTY) LTD

DATE 04/05/2015

ISSUE # 01

CURRENT AMENDMENTS AND APPROVALS

FIRST APPROVAL BY THE BOARD

Approved by (title)	Name	Signature	Date
Director	Stephen Wilson Burrow		05/05/2015
Director	Elizabeth Anne Margaret Lear		5 May 2015
Director	Ngoni Gwatidzo		05/05/2015

DISTRIBUTION

Divisions/Department	Name
Executive committee members	
Heads of departments	
Head: Internal Audit	
Head: Compliance	

VERSION CONTROL

Issue #	Author	Reason	Date
01	JC vd Walt	Inception	04/05/2015

Purpose

The purpose of this document is, in the interest of fair treatment of clients, to provide you with sufficient information so as to know and understand:

- How to lodge a complaint;
 - What to expect after having lodged a complaint;
 - How to escalate a complaint;
 - What the follow-up procedures and alternatives are in the event of a complaint not being resolved to your satisfaction.
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Requirements to lodge a complaint**Complaint has to be in writing**

In order for a complaint to receive the attention that it deserves, we request that your complaint is submitted to us in writing. Please ensure, that where the complaint is delivered by hand or by any other means, that you retain proof of delivery. You can submit the complaint to us at info@financialalliance.co.za or by completing the relevant section on our website at www.thefinancialalliance.com

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 3 weeks.

Where you make allegations of a more serious nature, we will do our best to address your complaint within 6 weeks.

In all instances, you will be provided with an acknowledgement of receipt of the complaint as well as the details of our staff member who has been instructed to deal with your complaint.

In instances where the complaint pertains to something not within our control, such as product information or investment performance or actions by juristic representatives we will forward the

complaint to the product provider concerned. We confirm that it is our requirement that all our juristic representatives should have an internal complaints management policy of their own.

Procedures

The following is a step-by-step guideline of 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 brought to the attention of our Key Individual 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 3 working days or as soon as is practical thereafter.
4. In the event that you are not satisfied with our solution, you may refer the complaint to the Managing Director of our business. The Managing director 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 organisation. In such a case, we will communicate that fact to you, as well as the date on which a decision will be taken.
5. If, after having referred the complaint to the Managing Director, 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 FAIS Act 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.
6. 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.
7. The Ombud may be contacted at her offices in Pretoria, details of which are available on www.faisombud.co.za

In the event of us not reverting to you within the time periods indicated above, kindly contact Stephen.burrow@financialalliance.co.za 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.

End 20150504