

The Financial Alliance (Pty) Ltd – Complaints Resolution Policy

Last updated: October 2025

Authorised Financial Services Provider (FSP 6561)

1. Purpose

The purpose of this Complaints Resolution Policy (“the Policy”) is to ensure that The Financial Alliance (Pty) Ltd (“TFA”) maintains a fair, transparent, and effective process for handling and resolving client complaints. This Policy is designed in accordance with the Financial Advisory and Intermediary Services Act, 37 of 2002 (“FAIS Act”) and the General Code of Conduct for Authorised Financial Services Providers.

2. Scope

This Policy applies to all directors, key individuals, representatives, employees, and any person acting on behalf of TFA. It covers all complaints arising from financial advice, intermediary services, or any conduct of TFA’s representatives.

3. Definition of a Complaint

A complaint is any expression of dissatisfaction, whether oral or written, from a client or potential client regarding the financial services rendered by TFA or its representatives. In terms of the FAIS Act, a complaint must relate to:

- A financial service rendered where the provider or representative has failed to comply with FAIS or a contractual obligation; or
- The complainant has suffered or is likely to suffer financial prejudice or damage as a result of such failure.

4. Complaints Handling Principles

TFA is committed to resolving all complaints in a fair, timely, and professional manner. We treat all complaints confidentially and ensure that complainants are kept informed throughout the process. Complaints are handled objectively and without bias, with due consideration given to the client’s rights and circumstances.

5. Submission of Complaints

Clients may submit complaints in writing, via email, or in person. All complaints must include the client’s full name, contact details, and a detailed description of the issue.

Complaints should be directed to:

Policy Officer – The Financial Alliance (Pty) Ltd

Email: ops@financialalliance.co.za

Tel: +27 (0)11 501 2000

Address: 3 Ostend Avenue, Modderfontein, Johannesburg, South Africa.

6. Complaints Procedure

The complaints resolution process consists of the following steps:

1. **Acknowledgement:** TFA will acknowledge receipt of a complaint in writing within **5 business days**.
2. **Investigation:** The complaint will be investigated by the Compliance Officer or an appointed senior representative. All relevant information will be reviewed to determine the facts.
3. **Resolution:** TFA will provide a written response to the complainant within **6 weeks** of receipt, advising the outcome and any corrective measures taken.
4. **Escalation:** If the complainant is dissatisfied with the outcome, they may request further internal review or refer the matter to the FAIS Ombud (see section 8).

7. Recordkeeping

All complaints, whether resolved or not, are recorded in the Complaints Register. This includes details of the complaint, the date received, actions taken, and the resolution outcome. Records are retained for at least **five (5) years** in accordance with FAIS requirements.

8. Referral to the FAIS Ombud

If a complaint is not resolved to the client's satisfaction within *6 weeks*, or if the client is dissatisfied with TFA's response, they may refer the complaint to the FAIS Ombud.

FAIS Ombud Contact Details:

FAIS Ombud for Financial Services Providers

P.O. Box 74571, Lynwood Ridge, 0040

Tel: +27 (0)12 762 5000 / 0860 324 766

Email: info@faisombud.co.za

Website: www.faisombud.co.za

9. Staff Responsibilities

All staff are responsible for promptly forwarding any complaints received to the Compliance Officer. Representatives must cooperate fully in the investigation process and take remedial steps where necessary to prevent similar issues from recurring.

10. Monitoring and Reporting

The Compliance Officer will review complaints on a quarterly basis to identify recurring issues, monitor trends, and recommend process improvements. The Directors will be informed of all significant complaints and outcomes as part of ongoing compliance reporting.

11. Review of Policy

This Policy will be reviewed annually or whenever legislative or business changes occur that may affect its content or implementation.

12. Approval

Approved by: The Board of Directors and Information Officer

The Financial Alliance (Pty) Ltd

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