

## **Investa Financial Services (Pty) Ltd, FSP 24958**

### **Complaints policy and process**

#### **1. Background**

Complaints are defined to mean specific complaints relating to financial services rendered by Investa to clients.

A complainant must allege that Investa:

Has contravened or failed to comply with a provision of the FAIS and that, as a result, the client has suffered or is likely to suffer financial prejudice or damage;

Has wilfully or negligently rendered a financial service to the client which has caused prejudice or damage to the client or which is likely to result in such prejudice or damage; or

Has treated the client unfairly.

#### **2. Complaints Policy**

Investa's policy is to:

Request that a client who has a complaint against Investa should lodge such complaint in writing.

Promptly acknowledge receipt of complaints in writing to a client, giving the client the communication particulars of the contact staff to be involved in the resolution procedure.

Handle clients' complaints in a timely and fair manner, with each complaint receiving proper consideration in a process that is managed appropriately and effectively.

Inform the client of the outcome of the enquiry within 6 weeks of receiving the client's complaint.

Advise the client of any further steps which may be available to the client in terms of FAIS or any other law, where a client's complaint is not resolved to the client's satisfaction. Should the outcome of a complaint not be in the client's favour, full written reasons must be given and the client must be advised in writing that the complaint may be pursued within 6 months with the Ombud, whose name, address and other contact particulars must simultaneously be provided to the client.

The contact details of the FAIS Ombud:

P. O. Box 74571, Lynwood Ridge, 0040

info@faisombud.co.za

Tel: 012-470 9080

Fax: 012-348 3447

Website: [www.faisombud.co.za](http://www.faisombud.co.za) for more details and Complaint form

In any case where a complaint is resolved in favour of a client, ensure that a full and appropriate level of redress is offered to the client without delay.

Maintain a record of complaints received for a period of 5 years, together with an indication

whether or not complaints were resolved.

Ensure that all existing and new clients have full knowledge of the procedures for the resolution of their complaints. Existing clients must be made aware of the internal complaint resolution system and procedures by means of public press, electronic announcement or separate business communication.

Ensure that complaints resolution facilities are easily accessible to all clients at any office of the provider open to clients, or through postal, fax, telephone or electronic communication.

In order to achieve the effective and fair resolution of complaints, Investa shall ensure the existence and maintenance of the following:

Adequate manpower and other resources.

Adequate training of all relevant staff, including full knowledge of the provisions of FAIS, the Rules and the General Code of Conduct with regard to the resolution of complaints.

Responsibilities and mandates must be delegated to facilitate complaints resolution of a routine nature.

Non-routine serious complaints must be escalated and handled by staff with adequate expertise.

Internal follow-up procedures must be implemented to:

Ensure the avoidance of occurrences giving rise to complaints

Improve services and complaint systems and procedures where necessary.

### **3. Process for adjudication of complaints**

Any client to whom a financial service is rendered intentionally, the successor in title of such client or the beneficiary of such service, qualifies as a complainant and may lodge complaints regarding such service.

All complaints must be referred to and recorded by the Risk Manager.

The register of complaints shall always reflect at least 5 years complaints.

The Risk Manager will ensure that the complaint is obtained in writing.

If the complaint cannot be addressed within 48 hours, the Risk Manager shall acknowledge receipt of the complaint in writing and communicate details of contact staff to be involved in the resolution of the complaint, to the complainant.

The Risk Manager shall ensure that the complaint is forwarded to the relevant staff member and that it receives proper consideration, by ensuring that management controls are available to exercise effective control and supervision of the process.

If the complaint cannot be resolved within four weeks from receipt by the Risk Manager, or

in the event of the Risk Manager having decided that it cannot accommodate the client, the Risk Manager must advise the client of his or her right to pursue the matter with the Ombud. The Risk Manager must inform the client that the matter must be pursued with the Ombud within six months, and provide the client with the necessary contact details pertaining to the Ombud and a clear summary of the relevant provisions of the Act regarding the adjudication of complaints by the Ombud (see above).