

The PFS Group Complaints Management Procedure

We view complaints as a serious issue and all interactions with a complainant, be they our existing clients or third parties, are to be conducted with the highest possible level of courtesy and professionalism. As a customer of The PFS Group you can expect to be treated with respect, dignity and above all, a sense of common humanity. We will try our absolute best to deliver on your expectations.

Introduction

Generally, the Financial Advisory and Intermediary Services Act's (FAIS Act) complaint resolution mechanisms aim at providing speedy and cost-effective measures to save clients having to follow the costly and time-consuming route via the courts. This does however not preclude clients from exercising their ultimate rights to seek redress through the courts, as clearly stated in Section 40 of the FAIS Act. Obviously, in complicated cases involving large amounts of damages, the latter route will always be preferable.

In terms of Part XI of the General Code of Conduct, Financial Services Providers (FSPs) are obliged to maintain an internal complaint resolution system and procedure. Notwithstanding that the current wording of Part XI means that the establishment of an internal complaint resolution system corresponding to that prescribed is not obligatory for a representative, it's a specific requirement for all employees, including representative's, of The PFS Group that they adhere to the requirements of this manual as well as all the provisions of the FAIS Act with regard to complaint.

Definitions

Compliant

A complaint as defined in Section 1(1) of the FAIS Act (excluding reference to Section 26(1)(a)(iii) therein), submitted by a client to an FSP for purposes of resolution by the FSP. A complaint means a specific complaint relating to a financial service rendered by an FSP or representative of an FSP to the complainant after 30 September 2004 and in which complaint it is alleged that the FSP or representative of the FSP:

- Has contravened or failed to comply with the provision of the FAIS 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 client unfairly.

Internal complaint resolution system and procedures

In relation to an FSP and a client, means the system and procedures established and maintained by the FSP in accordance with the General Code of Conduct for the resolution of complaints by clients.

Ombud

The Ombud for Financial Services Providers, commonly referred to as the FAIS Ombud, referred to in Section 20 of the FAIS Act.

Rules

The Rules on Proceedings of the Office of the Ombud for Financial Services Providers, 2002.

The PFS Group complaints management procedure has been designed to:

- Support our commitment to transparency and fairness when handling your complaint.
- Record, report, and review complaints information in a timely and fair manner.
- To identify opportunities for improving customer satisfaction through the continual review of our processes, systems, products, communication, and services

Our commitment to you in managing your complaint:

1. We will register and acknowledge your complaint within 8 working hours of receipt and provide you with a complaint reference number.
2. We will inform you of estimated timelines and next steps in addressing your complaint.
3. We will keep you informed by providing regular progress updates and will communicate reasons for delays with revised timelines for resolution.
4. We will address your complaint in a fair, transparent, and professional manner throughout the complaints handling process.
5. We will explain the reason for our decision by providing clear and adequate feedback when your complaint has not been resolved in your favour.
6. We will inform you of further dispute review channels and processes should you not be happy with the outcome of our decision.
7. Complaints records will be maintained for a minimum period of 5 years together with an indication of whether such complaint was resolved and all cases of non-compliance with the legislation and the reasons for such non-compliance.

Step 1- How and where to complain:

For The PFS Group to assist with your complaint, it is very important that you provide us with sufficient information, including:

- The name and contact details of the policyholder and the person who is complaining.
- The policy or claim reference number applicable to your complaint.
- Full details of your complaint (such as all facts, dates, and applicable supporting documents)
- The outcome you would like to have your when resolving your complaint.

- **To let us know about your complaint you may use any one of the following channels:**

- Send an email to pfs@thepfsgroup.co.za
- Contact us on **010 025 2030**
- You may write to us at:
The PFS Group Complaints Manager
P.O. Box 32501, Kyalami, 1684, Johannesburg, 2041

Step 2: How to escalate your complaint if you are not satisfied with our decision:

- If a complaint has not been resolved within 6 weeks or where the complaint has been dismissed or whether you are not satisfied with the results of the investigation into the complaint, you may (within 6 months of such feedback from the FSP) refer the complaint to the Ombud for Financial Services Providers.
- The details for the FAIS Ombud are as follows:
- **Physical address Kasteel Park Office Park, Orange Building, 2nd Floor, 546 Jochemus Street, Erasmus Kloof, Pretoria, 00480**
- **Postal address PO Box 74571, Lynnwood Ridge, 0040**
- **Contact number 012 470 9080 / 012 762 5000**
- **Fax no. 012 348 3447**
- **Email info@faisombud.co.za**
- The FAIS Ombud will generally decline to investigate a complaint if a period of more than 3 years has expired since the act or omission which resulted in the complaint.
- The FAIS Ombud will generally decline to investigate a complaint, if proceedings have been instituted by the complainant in any court relating to the complaint.
- Should the complainant not lodge the complaint with the FAIS Ombud, the complainant may pursue any other avenue of law which is available to it.
- The FAIS Ombud will generally only investigate a complaint where the financial loss suffered by the complainant is equal to or less than R800,000.00.
- The FAIS Ombud may decline to investigate a complaint if there's reasonable grounds to believe that a more appropriate dispute resolution process is available or in cases where it will be more appropriate to deal with the complaint in court.
- The FAIS Ombud will only proceed to investigate a complaint if it has informed every other interested party of the receipt of such complaint, has provided particulars of such complaint to those parties and has provided those parties with the opportunity to respond.
- The FAIS Ombud may follow and implement any procedure which it deems fit and may allow any party the right of legal representation.
- The FAIS Ombud may make recommendations to the parties and if accepted by the parties, such recommendation will have the effect of a final determination.
- The FAIS Ombud will in any case, where a matter has not been settled or a recommendation has not been accepted by the parties, make a final determination which may include dismissal of the complaint or upholding of the complaint. If a complaint's upheld:
 - The complainant may be awarded compensation.
 - The FSP may be ordered to take certain steps.
 - The FAIS Ombud may make any other order which a court may make.

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If the complaint is not resolved to your satisfaction by The PFS Group in Step 1 or Step 2, you may submit your complaint to the relevant Ombudsman, subject to their jurisdiction:

<p>Ombudsman for Long-term Insurance Tel: 086 010 3236 / (021) 657 5000 E-mail: info@ombud.co.za Fax: (021) 674 0951 Postal Address: Private Bag X45 Claremont Cape Town 7735</p>	<p>FAIS (Financial Advisory and Intermediary Services) Tel: 0860 324766 / (012) 762 5000 E-mail: info@faisombud.co.za Fax: (012) 348 3447 Postal Address: The FAIS Ombud P.O. Box 74571 Lynnwood Ridge Pretoria 0040</p>
<p>Ombudsman for Short term Insurance Tel: 0860 726890 / (011) 726 8900 E-mail: info@osti.co.za Fax: (011) 726 5501 Postal Address: P.O. Box 32334 Braamfontein Johannesburg 2017</p>	<p>Pension Funds Adjudicator Tel: (012) 346 1738 or (012) 748 4000 E-mail: enquiries@pfa.org.za Fax: 086-693-7472 Postal Address: 4th Floor Riverwalk Office Park Block A, 41 Matroosberg Road Ashlea Gardens Pretoria 0081</p>
<p>FSCA (Financial Sector Conduct Authority) FSCA (Financial Sector Conduct Authority). For complaints related to the regulation of the Industry Tel: 0800 20 37 22 E-mail: info@fscs.co.za Fax: (012) 346 6941 Postal Address: P.O. Box 35655 Menlo Park 0102</p>	