

COMPLAINANT PROCEDURE COMMUNICATION

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1. PURPOSE OF THIS DOCUMENT

The organisation is an authorised Financial Services Provider, and as such we have certain specific duties towards you as our valued client. One of these duties is the establishment of a formal complaint management and resolution framework, which will enable you to exercise your rights as provided for in the Financial Advisory and Intermediary Services Act. The purpose of this document is to inform you of the procedure which will be followed to provide a resolution for the complaint which you have submitted.

2. COMPLAINT MUST BE RELEVANT

In terms of the FAIS Act, a Complaint means an expression of dissatisfaction by a person to a provider or, to the knowledge of the provider, to the provider's service supplier relating to a financial product or financial service provided or offered by that provider which indicates or alleges, regardless of whether such an expression of dissatisfaction is submitted together with or in relation to a client query, that:

- the provider or its service supplier has contravened or failed to comply with an agreement, a law, a rule,
- or a code of conduct which is binding on the provider or to which it subscribes;
- the provider or its service supplier's maladministration or wilful or negligent action or failure to act, has
- caused the person harm, prejudice, distress, or substantial inconvenience; or
- the provider or its service supplier has treated the person unfairly;

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 relates 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 7 (seven) working days.

In instances where the complaint relates to any matter that is not within our control, such as product information or investment performance, we will forward the complaint to the product supplier concerned.

Please be advised that we reserve the right to recover costs or damages that we may suffer as a result of clients making frivolous, vexatious or unreasonable claims.

3. PROCEDURE

Our internal complaints resolution process is intended to provide for the fair and effective resolution of complaints. The time periods set out in this procedure will be adhered to as strictly as possible but may be varied if necessary. The following step by step guideline sets out the procedures we will adopt and demonstrates how a complaint will be dealt with, once received by us:

Wherever possible your complaint and all communications in connection with your complaint must be in writing. All verbal communications made in connection with the complaint must be confirmed in writing within 3 (three) working days of the communication.

Please indicate the following information:

- Your name, surname, ID number and contact details;
- A complete description of your complaint and the date on which the financial service which led to your complaint was rendered;
- The name of the person who furnished the financial advice or rendered the intermediary service that led to your complaint; and
- How you would prefer to receive future communications regarding your complaint (i.e. via fax or e-mail).

The complaint will be entered into our Complaints Register and written confirmation of receipt will be forwarded to you. We will keep record of the complaint and maintain such record for 5 (five) years as required by legislation. Please take into consideration that the method of communication chosen by you will determine how quickly we will respond to your complaint.

The complaint will immediately be brought to the attention of the senior manager in charge for allocation to a trained and skilled person who is able to properly respond to your complaint (i.e. the Complaint Dispute Facilitator).

The complaint will be investigated, and we will revert to you with our preliminary findings within 14 (fourteen) working days from the date of receipt of the complaint. In all instances we will advise you of the reasons for our decisions.

The preliminary findings will be discussed with all internal parties concerned, and a proposed solution will be communicated to you within a further 7 (seven) working days. In all instances we will advise you of the reasons for our decisions.

If you are not satisfied with our solution, you may refer the complaint to the Managing Director of Apio Wealth. The Managing Director may amend the solution or confirm it. We will communicate to you, the date on which a decision relating to your complaint will be taken.

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 Ombud is appointed by the Minister of Finance to act as an adjudicator in disputes between clients and financial services providers. The referral to the offices of the Ombud must be done in accordance with the provisions of section 27 of the Financial Advisory and Intermediary Services Act 2002 and the rules promulgated in terms of that section.

In instances where we have not been able to arrive at a resolution within 6 (six) weeks after you have submitted your complaint, you may refer the matter to the Ombud. The Ombud acts independently and objectively and has jurisdiction in respect of complaints relating to advice or intermediary services, which have arisen after 15 November 2002.

You must, if you wish to refer the matter to the Ombud, do so within 6 (six) months from the date of the notice in which we inform you that we are unable to resolve your complaint to your satisfaction. The Ombud will not adjudicate in matters exceeding a value of R3,500 000.

4. IMPORTANT CONTACT DETAILS

FAIS OMBUD

The FAIS Ombud is independent and impartial and deals with all disputes for all types of clients that arise out of the provision of advice as dealt with by the FAIS Act, for example, the way a policy was sold or how a service was provided.

Telephone : +27 12 762 5000
Share cell : +27 86 066 3274
Postal Address : P.O. Box 41, Menlyn Park, 0063
Physical Address : 125 Dallas Avenue Menlyn Central, Waterkloof Glen, Pretoria 0010
E-mail Address : info@faisombud.co.za
Website : www.faisombud.co.za

NATIONAL FINANCIAL OMBUD SCHEME

If you are not satisfied with the outcome of the insurer's internal dispute resolution processes, or if the feedback provided to you is not in your favour, then you may submit a complaint at no cost to you.

Physical Address : 110 Oxford Rd, Houghton Estate, Johannesburg, Gauteng, 2198
(Johannesburg)
Physical Address : Claremont Central Building, 6th Floor, 6 Vineyard Road, Claremont, Western
Province, 7700 (Cape Town)
Email Address : info@nfosa.co.za
Telephone Number : 0860 800 900
Website : www.nfosa.co.za

COUNCIL FOR MEDICAL SCHEMES

Should you not be satisfied with the final decision or outcome of any medical aid claim, you may further escalate the matter directly to the Council for Medical Schemes.

Tel : +27 86 112 3267 / +27 12 431 0500
E-mail : complaints@medicalschemes.co.za
Website : www.medicalschemes.co.za

PENSION FUNDS ADJUDICATOR

Aims to resolve complaints in terms of the Pension Funds Act in order to uphold the integrity of the pension fund industry and to protect the interests of pension fund members.

Tel : +27 12 748 4000
E-mail : enquiries@pfa.org.za
Website : www.pfa.org.za

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