



African Eagle Financial Services (Pty) Ltd  
An authorised financial services provider (FSP No 35491)  
Tel. +27 (0)10 505 0230 / Email. info@aefs.co.za

## **COMPLAINTS RESOLUTION POLICY**

As an authorised FSP in terms of the Financial Advisory and Intermediary Services Act (Act 37 of 2002) we are committed to providing our clients with quality service and undertake to manage the affairs of our clients in such a way that it would not be necessary to have a complaint about our service, integrity and commitment. However should it happen that a client does have a complaint, we undertake to:

- Resolve client complaints in such a way that is fair to our clients, our FSP and our staff
- We undertake to inform all our clients of the procedures established for the internal resolution of their complaints, details of which will be given to them in writing
- We undertake to ensure easy access to our complaints resolution process at our offices, or by way of post, e-mail or telephone
- Empower and properly train the people in our FSP to deal with complaints, as well as with the escalation of non-routine complaints
- If necessary, appoint an independent mediator to resolve the complaint to the benefit of both the client and our FSP
- Deal with complaints in a timely and fair manner, with every complaint receiving proper consideration in a process that is managed appropriately and effectively by the responsible staff member
- Offer appropriate remedy in all cases where a complaint is resolved in favour of a client
- Inform clients of their right to refer their complaints to the FAIS Ombud, should a complaint not be resolved to their satisfaction within six weeks from the date on which the complaint is received
- Maintain records of all complaints received for a period of 5 years, which will specify the outcome of all the complaints lodged
- Implement follow-up procedures to:
  - Implement remedial actions to prevent similar complaints from occurring
  - Improve services and procedures where necessary within the FSP

## **DEFINITION OF A COMPLAINT**

Complaint means a specific complaint relating to a financial service rendered to the client on or after the 30th of September 2004, being the commencement of FAIS, alleging that the FSP:

- Contravened or failed to comply with a provision of AIS and that, as a result, the client has suffered or is likely to suffer financial prejudice or damage;
- Willfully 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
- Treated the client unfairly

The complaint must not be about the investment performance of the product unless the financial performance was guaranteed or the financial performance was so deficient that it creates the presumption that there has been a misrepresentation, negligence or mal-administration.

African Eagle Financial Services undertake to handle any complaint with the necessary efficiency to be able to give a prompt outcome of the complaint to the client.

## **WHERE CAN COMPLAINTS BE LODGED**

Complaints can be lodged at any of the AEFS Branches at the convenience of the client.

## **COMPLAINTS PROCEDURE:**

- All complaints must be in writing and where applicable with the relevant documentation attached to it.
- Complaints may be submitted by hand, by post, via fax or e-mail.
- Complaints that are not immediately put in writing will still be handled provided that the expectation remains that the complaint must be submitted in writing.
- All complaints will be handled by the appointed Key Individual or Director.
- The responsible person will contact the client to inform the client who will be dealing with the complaint on behalf of the company.
- The complaint will be investigated by the person responsible and further information may be requested from the client to clarify certain issues where required.
- As stipulated by legislation, all complaints must be resolved within six weeks of receipt thereof.
- If the complaint cannot be resolved, the client will be notified in writing of the decision with the reasons therefore.
- If the client is not satisfied with the outcome of the investigation, the client has the right to take further action.
- The client may refer the matter to the FAIS Ombud within six months of the outcome of the investigation.

The FAIS Ombud can be contacted at:

**Physical Address**

Eastwood Office Park  
Baobab House, Ground Floor  
Cnr Lynnwood Road & Jacobson Drive,  
Lynnwood Ridge, 0081

**Contact Details**

Telephone: +27 12 470 9080  
Facsimile: +27 12 348 3447  
E-mail: [info@faisombud.co.za](mailto:info@faisombud.co.za)  
Website: [www.faisombud.co.za](http://www.faisombud.co.za)

**Postal Address**

P.O.Box 74571  
Lynwood Ridge, 0040

**Approximate GPS Coordinates**

25° 46' 2" S, 28°17' 58" E

The complaint will be noted on the complaints register for future reference. The complaint will be kept on the register for 5 years.