

## 1. Scope

Boutique Collective Investments (RF) (Pty) Limited (“BCI”) is a subsidiary of Efficient Group Limited and a Manager of a Collective Investment Scheme. This procedure will apply to all complaints lodged against BCI and its employees.

## 2. Purpose

In terms of Board Notice 910 of 2010 of the Collective Investments Schemes Control Act No. 45 of 2002 (“CISCA”) and the Financial Advisory & Intermediary Services Act No. 37 2002 (“the FAIS Act”) deals with the receipt, prescription, jurisdiction and investigation of complaints.

A manager must have systems in place for the purpose of efficient resolution of complaints within the specified timeframes.

This complaints procedure aims to:

- Adhere to the regulatory requirements
- Facilitate the professional and formal handling of complaints at the level where it has been lodged
- Ensure transparency that our clients have full knowledge of the complaint handling procedure
- Allow for speedy handling of all complaints
- Ensure a full and fair investigation into complaints
- Provide for an effective response and appropriate redress

## 3. Definition of Complaint

Complaint refers to a specific complaint submitted by an investor to BCI, alleging that an employee:

- a. Contravened or failed to comply with a provision of Collective Investments Schemes Control Act and that, as a result, the client has suffered financial prejudice or damage;
- b. Knowingly or negligently rendered a financial service to the client which caused prejudice or damage to the client or which is likely to result in such prejudice or damage; or
- c. Treated the client unfairly. This would include, but not limited to complaints relating to the following:
  - Design of a product or service

- Information provided
- Advice given
- Product performance
- Customer service
- Complaints handling process
- Other complaints

#### **4. Complaints procedure**

a. Investors may complain by:

- Email: [complaints@bcis.co.za](mailto:complaints@bcis.co.za)
- Fax: +27 (0)86 502 5319
- Letter: Catnia Building, Bella Rosa Village, Bella Rosa Street, Bellville, 7530

b. All complaints must be in writing. All relevant information and copies of supporting documentation must be attached to the written complaint. If a complaint is not in writing, the Compliance Manager will request that the client lodge the complaint in writing.

#### **5. Responsibility**

- The Compliance Manager must monitor the handling of all complaints to ensure that complaints are resolved as described in this policy and in accordance with the CISCA Act.
- The Compliance Manager will also be responsible for keeping the complaints register up to date.
- The Compliance department should maintain records of complaints for a period of five years from date of resolution or dismissal of the complaint.

#### **6. Contact details**

Should you not be satisfied with the response from BCI, you may refer the complaint to the applicable Ombudsman or Financial Sector Conduct Authority.

Complaints relating to financial advice or any other related matter may be addressed to the Financial Advisory and Intermediary Services Ombudsman (FAIS Ombudsman):

Telephone: +27 (12) 470 9080 or +27 (12) 762 5000

Fax: +27 (12) 348 3447

Email address: [info@faisombud.co.za](mailto:info@faisombud.co.za)

Website: [www.faisombud.co.za](http://www.faisombud.co.za)

Complaints relating to BCI may be addressed to the Financial Sector Conduct Authority

Telephone: +27 (12) 428 8017

Email address: CIS.complaints@fsca.co.za

Website: [www.fsca.co.za](http://www.fsca.co.za)