

COMPLAINTS PROCEDURE

Your complaint is important to us, as it assist us to improve our communication, internal processes and/or quality of service.

You need to ensure that your complaint is submitted to the Managing Director in writing and it can be send by email to: compliance@bcis.co.za

The following information must be provided to enable us to assist you:

- Your name, surname and contact details;
- A complete description of your complaint including the date on which the financial service which led to your complaint was rendered;
- The name of the person who provided you with the financial service;
- All relevant documentation relating to your complaint; and
- The method of your preferred communication.

Your complaint will be handled as follows:

- We will acknowledge receipt, in writing, within 2 (two) business days of receipt.
- Your complaint will be investigated by an impartial complaint handling employee with sufficient seniority and knowledge.
- We may ask for additional information if needed.
- We will investigate, attempt to resolve and respond within 21 (twenty-one) days of receiving your complaint.
- If we require further time to investigate the complaint, this will be communicated to you in writing.
- Once the investigation is complete, we will provide you with our final assessment in writing giving full reasons for our finding. In the event of us not being able to resolve the complaint or if you are not satisfied with our response, you may escalate the complaint to our Executive Director for review.
- If you are still unsatisfied with the outcome of the complaint handling, the complaint may be referred, within a six (6) month period to the FAIS Ombud, using the contact details below. Alternatively, you may consider alternative remedies after discussion with your own legal counsel.
- This procedure will be reviewed on an annual basis to ensure that service delivery to you, our client, remains acceptable and of a high standard.

PLEASE NOTE: *We are legally obliged to consider, assess, and resolve your complaint within a 6 (six) week period. The FAIS Ombud will only consider your complaint after this internal resolution process has been exhausted.*

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FAIS OMBUD RULES

Should your complaint be referred to the FAIS Ombud, the following will apply:

- The FAIS Ombud will not adjudicate in matters where the claim is in excess of R3 500 000.
- If you already instituted action in a court of law in respect of this complaint the Ombud will not consider the complaint.
- If the complaint was not resolved through conciliated settlement, the Ombud may make a determination which has the same legal status of a civil court judgement.
- An award of cost may be made against the person complained against.
- An award of costs may be made against a complainant if the conduct of the complainant was improper or unreasonable, or if the complainant caused an unreasonable delay in the finalisation of the investigation.

The FAIS Ombud

Tel: 012 762 5000 / 012 470 9080

E-mail: info@faisombud.co.za

Website: www.faisombud.co.za

In the event of us not reverting to you within the time periods indicated above, kindly contact the Compliance Manager on 021 007 1531 or yolandi@bcis.co.za for an explanation as to why we have not yet communicated with you.