



COMPLAINTS MANAGEMENT POLICY

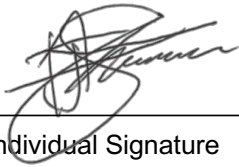
FSP Number: 47692



This Complaints Policy which outlines the Financial Services Provider's Complaints Management Framework is owned by **Registered Financial Advice Proprietary Limited – FSP 47692**, a duly authorised FSP.

The processes contained herein forms part of the RFAdvice internal control structures and procedures.

As the Key Individual of RFAdvice, I **Johannes Fredericus Strauss**, hereby confirm the adoption of the policy and framework set out in this document.



Key Individual Signature

Johannes Fredericus Strauss

Date: **01 October 2020**

1.1 Internal Complaints Handling Process & Resolution

1) How to lodge a Complaint:

- ❖ All complaints must be submitted in writing to Johannes Fredericus Strauss, the Internal Complaints Officer. If it is impossible for the client to submit the complaint in writing, full details of the complaint must be verbally relayed to Johannes Fredericus Strauss who will reduce the complaint to writing.
- ❖ The complaint may be submitted in any format by providing the relevant details.
- ❖ The complaint must provide details of the financial service of which the complainant is complaining and must contain sufficient detail to enable the RFAdvice to identify the staffmember involved, the reference number of the policy / claim file and the date that the financial service was rendered. All supporting documentation must accompany the complaint.
- ❖ The complaint must identify and explain the reason for the complainant's dissatisfaction and how the complainant wants the complaint resolved.

2) Where to submit a Complaint

- ❖ On the FSP's website: www.rfadvice.com
- ❖ By e-mail: management@rfadvice.com
- ❖ By hand: RFAdvice Business premises reception
- ❖ Business Premises of RFAdvice: SureStore Business Park, 70 Carmine Drive, Burgundy Estate, 7441

3) Internal Complaints Handling Procedure

- ❖ After receipt of the complaint, the **Receptionist** will refer the complaint via email to the Internal Complaints Officer who will immediately record the complaint in the Complaints Register and log the claim on XPLAN.
- ❖ The Internal Complaints Officer will within **3 working days** of receiving the complaint acknowledge receipt of the complaint. The acknowledgement of receipt will inform the complainant that the matter is receiving the due consideration of RFAdvice and that a response with regard to whether or not the complaint will be pursued further, will be forthcoming **within 21 days** from receipt of the complaint.
- ❖ Further feedback will be provided at least **every month** until the complaint is resolved, although RFAdvice undertakes to try and resolve all complaints **within 6 weeks**.
- ❖ The complainant will also be advised of his right to refer his complaint to the relevant industry body or Ombudsman. The complainant will be provided with the contact details of a staff member that will be able to assist with any queries that the complainant may have relating to the progress of the complaint.

- ❖ After consideration of the type/nature of the complaint, the Internal Complaints Officer will:
 - request the file and after due consideration of the facts/circumstances of the complaint, based on relevant information will, where appropriate, interview the relevant staff member(s) involved in the circumstances giving rise to the complaint; and
 - after due consideration and consultation, will prepare a draft response for approval by the Directors and Key Individual which will be sent to the complainant within 21 days of receipt of the complaint. Such response will set out whether or not RFAAdvice will be pursuing the complaint, or any other action decided by the Directors.

- ❖ Any complaint via any social media platform must be referred to the **Receptionist** for referral to the Internal Complaints Officer who will either advise on an appropriate response or will provide an official acknowledgment of the complaint that requests the complainant to submit the complaint via the formal complaints process in order that it may be given due consideration in terms of the formal complaints process.

4) **Timeframe for resolution of the Complaint**

- ❖ RFAAdvice will do its utmost to resolve the complaint as soon as possible but within at least **6 weeks from date of receipt**.
- ❖ Should it become apparent that the complaint cannot be resolved within 6 weeks; the Internal Complaints Officer will contact the complainant and inform him/her of the progress in the matter and/or request an extension within which to respond to the complaint.
- ❖ Should a response to the complaint not be finalised within the 6 week period, or within the agreed extended period, or should the complainant not agree to the extension, the complainant must be informed of his right to refer the matter to the relevant Ombudsman or other appropriate industry body.

5) **Notification to the Client of Complaint outcome/resolution**

- ❖ Once a decision has been made with regards to the outcome of the complaint, the decision must be reduced to writing and must be sent to the complainant.
- ❖ The response must explain the decision/finding regarding the complaint and must record the reasons for the decision and the complainant must be informed of his right to refer the complaint to the relevant industry body or Ombudsman (whose contact details will be provided in the response).

6) Finalisation of the Complaint

- ❖ If the complaint has been resolved in favour of the complainant, the appropriate redress must be implemented without delay.
- ❖ If the complaint cannot be resolved, or cannot be resolved within the time allowed for the resolution of the complaint, or has not been resolved to the satisfaction of the complainant, the complainant must be informed of his right to refer the matter to the relevant industry body or Ombudsman within 6 months from the date of the outcome of the internal complaints resolution process.
- ❖ Once the complainant has been informed of the outcome of the complaint, the Internal Complaints Officer will record the details of the decision in the Internal Complaints Register and will retain a copy of the response in electronic format.
- ❖ The Internal Complaints Officer will ensure that the complainant has received the response and will where appropriate, obtain an acknowledgement of receipt.
- ❖ Should the Internal Complaints Officer not receive confirmation that the complainant is satisfied with the outcome of the complaint, the complaint will be kept open for a period of 6 months from date of the response.

7) Details of the Ombudsman

- ❖ If the complaint is against an Insurer, it must be lodged with the Ombud for Short-Term Insurance. The procedure for lodging a complaint may be found on the website of the Ombud for Short-Term Insurance (www.osti.co.za) or may be obtained from the Office of the Ombud. Note summary of contact details below.
- ❖ If the complaint is against the Intermediary (the FSP or a Broker) it must be lodged with the FAIS Ombud. A complaints registration form may be downloaded from the FAIS Ombud's website (www.faisombud.co.za) or obtained from the Office of the FAIS Ombud.
- ❖ Also note contact details of RFAdvice; the FSCA and the External Compliance Officer summarised below:

<p>The Ombudsman for Short Term Insurance - (in the event of claims problems not satisfactorily resolved): P.O. Box 32334, Braamfontein, 2017 Tel: 011 726 8900 Share call: 0860 726 890 Fax: 011 726 5501 E-mail: info@osti.co.za Website: www.osti.co.za</p>	<p>The FAIS Ombud - (in respect of complaints in terms of the Intermediary or the Underwriter): P.O. Box 74571, Lynwood Ridge, 0040 Tel: 012 470 9080 Fax: 012 348 3447 E-mail: info@faisombud.co.za Website: www.faisombud.co.za</p>	<p>The FSCA - (if any complaint to the Intermediary or Underwriter is not resolved to your satisfaction): P.O. Box 35655, Menlo Park, 0102 Tel: 012 428 8000 Fax: 012 346 6941 Email: info@fsc.co.za Website: www.fsc.co.za</p>
<p>RFAdvice's Complaints Department Internal Complaints Officer: Johann Strauss Tel: 021 558 6850 E-mail: info@rfadvice.com Website: www.rfadvice.com</p>	<p>Insurer Details The details of the relevant Insurer's complaints department and process are on the statutory notice attached to the Policy Schedule.</p>	<p>External Compliance Officer's Details: Mr. JB Joannides (FSCA Approval Number: 3485) PO Box 2762, Sunninghill, 2157 Tel: 011 234 4921 E-mail: justin@cruxconsulting.co.za</p>