

COMPLAINTS RESOLUTION POLICY AND PROCEDURE

COMPLAINTS COMMITMENT

We, FXOne Financial Advisors (Pty) Ltd (“FXOne”) are fully committed to:

1. Settling any complaint in terms of the FAIS Act in a fair and transparent manner,
2. Ensuring easy access for all clients to the complaints resolution procedure.

We appreciate the effort clients take in bringing problems to our attention and undertake to analyse the complaints received to enable us to take measures to eradicate areas of risk and inadequate service and avoid the recurrence of similar problems.

We will prioritize complaints to ensure speedy resolution and will ensure that adequate manpower and resources are available for resolutions of complaints.

We will ensure that the internal complaints resolution procedure will make provision for delegation of responsibilities and mandates to facilitate resolution of routine complaints. Further, we will ensure that there is provision for escalation of serious complaints.

The client will be advised that a copy of the complaint policy and procedure can be obtained from the FXOne Financial Advisors (Pty) Ltd website at www.fxonefa.co.za or can be requested from FXOne directly.

COMPLAINTS PROCEDURE

1. A complaint is defined in the FAIS Act Section 1 (1) as:

“A specified complaint relating to a financial service rendered by a financial service provider or representative to the complainant on or after the date of commencement of the Act and in which it is alleged that the provider or representative:

- Has contravened or failed to comply with a provision of this Act and that as a result thereof the complainant has suffered or is likely to suffer financial prejudice or damage;
- Has wilfully or negligently rendered a financial service to the complainant which has caused prejudice or damage to the complainant or which is likely to result in such prejudice or damage; or
- Has treated the complainant unfairly.

2. All clients’ complaints must be lodged in writing via facsimile, email or registered post. The written complaint must be detailed and comprehensive to allow the FSP adequate resources to investigate the complaint.

3. All written complaints must be forwarded to a Director (Wayne Rosenberg or Larry Rorrison) for consideration. The Director must acknowledge receipt of the complaint within three (3) working days. The complaint must be recorded in the complaints register and allocated a specific reference number. The communication will include:

- Detail how the complaint is being addressed and the procedure that will be followed.

- The name and contact details of the person appointed to consider the complaint and the resolution thereof.
 - All complaints and related correspondence will be stored in an electronic storage medium for a period of 5 years, as required by the FAIS Act.
4. FXOne will advise the results of the consideration in writing, within 30 days of the date of the acknowledgment of the complaint.
 5. If you are unsatisfied with the the full written report within the 30 days referred to above. Or If, after 6 weeks has passed, the complaint is still not resolved, you have 6 months within which to refer the complaint to the FAIS Ombud.

The FAIS Ombud's objective is to consider and dispose of complaints in a procedurally fair, informal, economical and expeditious manner with reference to what is equitable in all circumstances.

The Ombud will only proceed to investigate an officially received complaint once he has notified all interested parties of the particulars of the complaint in writing, and is satisfied that all parties are provided with the opportunity to submit a response.

The contact details of the FAIS Ombud are:

FAIS Ombud,
Eastwood Office Park,
Baobab House Ground Floor,
Lynnwood Ridge,
0081

P.O. Box 74571,
Lynnwood Ridge,
0040

Customer Contact Division
Telephone: +27 (0) 12 470 9080
Facsimile: +27 (0) 12 348 3447
E-mail address: info@faisombud.co.za
Website: www.faisombud.co.za

If you have any further queries regarding the procedure to be followed in the event of a referral, kindly refer to the FAIS Ombud's website at www.faisombud.co.za.

6. FXOne will fully cooperate with the Ombud with respect to requests for information or documentation.
7. The Director will notify and update the Key Individual of FXOne on any complaints received, ongoing investigations or findings thereof. The Key Individual undertakes to address company policies and procedures to avoid reoccurrence of the same nature.

FXOne Financial Advisors (Pty) Ltd

Block 6 | Fourways Manor Office Park | 1 Macbeth Avenue | Fourways | Johannesburg

Telephone: +27 11 467 9049 | Facsimile: +27 11 658 0365

FSB Number: 40215 | Registration Number: 1999/006786/07

Directors: W E Rosenberg | L J Rorrison

P.O. Box 4678, Dainfern Valley, 2055

COMPLAINT SUMMARY

In terms of the FAIS Act, a complaint means:

Subject to section 26(1)(a)(iii), a specific complaint relating to a financial service rendered by a financial services provider or representative to the complainant on or after the date of commencement of this Act, and in which complaint it is alleged that the provider or representative:

- i. has contravened or failed to comply with a provision of this Act and that as a result thereof the complainant has suffered or is likely to suffer financial prejudice or damage;
- ii. has wilfully or negligently rendered a financial service to the complainant, which has caused prejudice or damage to the complainant or which is likely to result in such prejudice or damage; or
- iii. has treated the complainant unfairly;

Please complete the complaint notification form (copy enclosed) providing as much information as possible and attach copies of any relevant documentation.

This must then be sent to one of the following individuals:

Wayne Rosenberg	Larry Rorrison
Fax: +27 11 658 0365	Fax: +27 11 658 0365
Email: Wayne.r@fxonefa.co.za	Email: larry@fxonefa.co.za

You will receive an acknowledgement within 3 working days of the written complaint, providing you with details of the person who will be considering your complaint and how your complaint will be handled.

You will receive regular updates as to the progress being made. Results of the complaint must be communicated within 30 days of acknowledgement date and if resolved in your favour, an appropriate redress will be offered to you. If the outcome is not in your favour we will supply you with full written reasons.

If 6 weeks have passed and the complaint is still not resolved, you have 6 months within which to refer the complaint to the FAIS Ombud. Please refer to the Complaints Procedure for the FAIS Ombud's contact details.

FXOne Financial Advisors (Pty) Ltd

Block 6 | Fourways Manor Office Park | 1 Macbeth Avenue | Fourways | Johannesburg
Telephone: +27 11 467 9049 | Facsimile: +27 11 658 0365
FSB Number: 40215 | Registration Number: 1999/006786/07
Directors: W E Rosenberg | L J Rorrison
P.O. Box 4678, Dainfern Valley, 2055

CLIENT COMPLAINT FORM

Attention: Director of FXOne Financial Advisors (Pty) Ltd

Wayne Rosenberg	Larry Rorrison
Fax: +27 11 658 0365	Fax: +27 11 658 0365
Email: Wayne.r@fxonefa.co.za	Email: larry@fxonefa.co.za

From:

Company Name	
Company Registration number	
Complainant Name	
Complainant ID number	
Contact number	
Email address	

1. PLEASE INDICATE THE COMPLAINT BY TICKING THE APPROPRIATE BOX (**tick only one**). The complaint must relate specifically to a financial services (advice and/or intermediary service) rendered by FXOne Financial Advisors (Pty) Ltd or any of its representatives.

- i. FXOne Financial Advisors (Pty) Ltd or its representative has contravened or failed to comply with any provision of the Financial Advisory & intermediary service Act, 2002 and that as a result thereof, the complainant has suffered or is likely to suffer financial prejudice or damage.
- ii. FXOne Financial Advisors (Pty) Ltd or its representative has wilfully or negligently rendered a financial service to the complainant which has caused prejudice or damage to the complainant which is likely to result in such prejudice or damage.
- iii. FXOne Financial Advisors (Pty) Ltd or its representative has treated the complainant unfairly.

2. Summary of the Complaint

3. Please attach all relevant supporting documentation.

Indicate number of pages attached	
-----------------------------------	--

4. Any other additional information

Signature of Complainant:

Name of Complainant:

Capacity:

Date:
