



BOOMERANG™

Complaints and Rules Procedure

1. DEFINITION OF A COMPLAINT

Section 1(1) of the Act (FAIS)

- Complaint means 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:
 - 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 willfully 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. COMPLAINTS PROCEDURE

In terms of FAIS and the General Code of Conduct, this FSP formulated these rules and procedures regarding complaints.

- 2.1 A complaints register has been implemented.
- 2.2 Note the complaint in the register and import all data as stipulated in the register.
- 2.3 The complaint must be lodged in writing with this FSP.
- 2.4 Acknowledge receipt within 5 (five) days after receiving the complaint and inform the complainant of the details of the designated person who will handle the complaint.
- 2.5 The designated person must investigate the complaint and determine whether it can be resolved immediately.
- 2.6 If it can be resolved immediately, inform the client and take steps to rectify.
- 2.7 If not resolved immediately, inform the complainant of the steps to be taken to investigate and/or resolve the complaint with a time frame.
- 2.8 If not resolved within 4 (four) weeks after the complaint was registered, inform the client in writing thereof and inform him/her of the rights in terms of Rule 6 of the Ombud's Office:
 - The complainant can approach the office of the Ombud.
 - The complainant has 6 (six) weeks after receiving the notice from this FSP to approach the Ombud with the complaint.
 - Approach any other forum to resolve the complaint.