



Complaints Resolution Procedure

Crede Capital Partners FSP 46762
Crede Power & Infrastructure Investments FSP 47016

Collectively referred to as Crede FSPs

PURPOSE OF THIS DOCUMENT

Crede FSPs are a licensed Financial Service Providers with the authority to render advisory and intermediary financial services to clients in terms of the Financial Advisory and Intermediary Services Act (the Act). In terms of the Act we have certain duties to fulfill. One of these duties is to offer our clients a Complaints Resolution Procedure, which will enable our clients to exercise their rights as provided in the Act.

Definition of a FAIS Complaint

Can be defined as a specific complaint relating to a financial service rendered by a financial services provider or representative to a client on or after the date of commencement of the FAIS Act, and in which complaint it is alleged that the provider or representative -has contravened or failed to comply with a provision of the FAIS Act and that as a result thereof the client has suffered or is likely to suffer financial prejudice or damage;

This applies to allegation by a client against Crede FSPs that:

- the features of the product in question were not properly explained at point of sale;
- the client was not given enough information that would enable him or her to make an informed decision about the financial product;
- the policy documents were not delivered and received by the client;
- there's not enough information with regard to the lodging a claim or premium payment and frequency thereof; or doesn't recall buying the financial product
- 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

This applies to allegations that Crede FSPs has:

- provided an incorrect service to the client;
- acted without the client's knowledge or consent
- cancelled a policy without the client's knowledge/consent;
- effected any policy change without the client's knowledge/consent which has caused prejudice to the client.
- has treated the complainant unfairly;

This applies to allegations that:

- the client has been pushed from pillar to post without a resolution;
- representative have been rude towards the client;
- different staff provided different information when contacted about the same issue on the financial product;
- the provider promised to do one thing and then did another.

Application

This policy applies only to complaints by clients alleging that Crede FSPs

- has contravened or failed to comply with a provision of the FAIS Act and 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 and has caused prejudice or damage to the complainant or which is likely to result in prejudice or damage; or
- has treated the complainant unfairly.

RULES FOR HANDLING A COMPLAINT

Crede FSPs must:

- i. Request that any client who has a complaint against Crede FSPs lodge such a complaint in writing;
- ii. Maintain a record of such a complaints for a period of five years;
- iii. Handle complaints from clients in a timely and fair manner;
- iv. Take steps to investigate and respond promptly to such complaints; and
- v. Where such a complaint is not resolved to the client's satisfaction, advise the client of any further steps which may be available to the client in terms of the Act or any other law.

CLIENT'S PROCEDURE FOR LODGING A COMPLAINT

If a client feels that any key individual and / or representative of Crede FSPs provided them with financial advisory or intermediary services that do not comply with the Act or if they suffered financial losses as a result of negligent or intentional error, the client is entitled to lodge a complaint.

To lodge a complaint, the client must send their complaint in writing to info@credecapital.co.za, with the following information:

- i. Client name, surname and contact details;
- ii. A complete description of the complaint
- iii. The name of the key individual and/or representative that provided the client with the financial services;
- iv. The date on which the matter occurred;
- v. All the supporting documentation relating to the client's complaint;
- vi. Preferred method of communication i.e. fax, email or post.

CREDE FSPS PROCEDURE FOR RECEIVING A COMPLAINT

How to Lodge a complaint?

A complaint must be submitted in writing to info@credecapital.co.za and/or a post :141 Jan Smuts Avenue Parkwood and it must be addressed to the complaints officer. You need to set out all the relevant information and attach all applicable documentation in order for Crede FSPs to resolve your complaint timeously and without delay.

Procedure

- Once the complaint is received by the complaints office, you may expect an acknowledgement of receipt, within 72 hours of receipt of the written complaint,
- providing you with details of the person who will be considering your complaint
- You may expect a resolution to the complaint within 6 weeks of receipt of your complaint.

Referral of the Complaint to the FAIS Ombudsman

- Should a resolution reached by Crede FSPs not be to your satisfaction, after receipt of the final response from Crede FSPs regarding your complaint, you have six months within which to submit a complaint to the FAIS Ombudsman.

- The complaint must not constitute a monetary claim in excess of R800 000.00.
- The FAIS Ombudsman will not investigate a complaint if, before the date of receipt of the complaint by the FAIS Ombudsman, or during an investigation by the FAIS Ombud, the complainant institutes proceedings in a court regarding the subject matter of the complaint.
- The FAIS Ombudsman, is accessible at the following address:
- Financial Services Board, P O Box 74571, Lynwood Ridge 0040. Telephone: +27 12 470

9080 Facsimile: +27 12 348 3447, E-mail Address: info@faisombud.co.za, Website:
www.faisombud.co.za

Conclusion

Crede FSPs will, on an ongoing basis, investigate the nature of complaints received and ensure that preventative measures are put in place, to avoid future occurrence of similar and other complaints. For purposes of effective and fair resolution of complaints all relevant staff will receive adequate training, including imparting and ensuring full knowledge of the provisions of the Act, the Rules on Proceedings of the Office and the FAIS General Code with regard to resolution of complaints.