

COMPLAINTS RESOLUTION POLICY

Author	Date Amended	Version
Ryan Kieser	07 August 2013	Version 2
Ryan Kieser	10 December 2015	Version 2.1
Ryan Kieser	January 2016	Version 2.2
Ryan Kieser	January 2017	Version 2.3
Ryan Kieser	January 2018	Version 2.4

A. Contents

	Chapter Heading	Page
B	Introduction	4
C	Futuregrowth Responsibilities	4
D	Complaint	4
E	Lodging a Complaint	5
F	Complaint Acknowledgement	5
G	Complaint Resolution Process	5
H	Client Redress	6
I	Compliance	6
J	Contact Details for the Ombud	6

B. Introduction

Futuregrowth Asset Management (Pty) Ltd ("Futuregrowth") is committed to resolving client complaints in a fair, transparent and timely manner.

The procedure set out in this Policy ensures that we are able to both meet this commitment and also that we comply with our obligations in terms of the Financial Advisory and Intermediary Services Act, 2002 ("FAIS").

C. Futuregrowth Responsibilities

Futuregrowth has the following responsibilities in terms of the FAIS Act:

1. To request that clients lodge their complaints in writing.
2. To maintain a record of each complaint for a period of five years.
3. To handle these complaints in a timely and fair manner.
4. To take steps to investigate and respond promptly to these complaints.
5. Where the complaint is not resolved to the client's satisfaction, to advise the client of any further steps which may be available to the client in terms of the FAIS Act or any other law.

D. Complaint

Complaints that fall within the ambit of this Policy are defined in the FAIS Act as follows:

The complaint must relate to a financial service rendered by Futuregrowth or one of its Representatives or Key Individuals in which it is alleged that Futuregrowth or one of its Representatives or Key Individuals:

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

The complaint must not relate to the investment performance of a financial product, unless such performance was guaranteed expressly or implicitly or such performance appears to be so deficient as to raise a *prima facie* presumption of misrepresentation, negligence or maladministration on the part of Futuregrowth or one of its Representatives or Key Individuals.

E. Lodging a Complaint

The complaint must be lodged in writing. This is required in terms of the FAIS Act, to ensure that we have all the information we require to properly investigate and resolve the complaint.

All supporting documents should also be submitted together with the written complaint as this will speed up the investigation process.

Note that an emailed complaint will meet the above requirements.

Complaints can be directed to Ryan Kieser on the following contact details:

Email Address	Rkieser@futuregrowth.co.za
Telephone number	021 659 5447

F. Complaint Acknowledgement

You will receive two types of confirmation from us:

1. We will acknowledge receipt of your complaint within a maximum of one week after receiving it. This acknowledgement will include the contact details of our Compliance Officer who will be dealing with your complaint.
2. Lastly we will confirm resolution of your complaint within six weeks of the date of receipt.

G. Complaint Resolution Process

The Futuregrowth Compliance Officer is responsible for the resolution of your complaint and will ensure the following:

1. The complaint is logged in an internal Complaints Register.
2. The MD and CIO are informed of your complaint.
3. The appropriate employees are involved in the resolution of your complaint.
4. The complaint is adequately investigated.
5. Controls are reassessed to ensure that the events giving rise to the complaint are not repeated.
6. The complaint is reported to the Futuregrowth Board of Directors where appropriate.

H. Client Redress

Where the complaint is resolved in favour of the client, Futuregrowth will ensure that an appropriate level of redress is offered to the client without delay.

Where the complaint is not resolved in favour of the client, Futuregrowth will send the client a communication which sets out the following information:

1. The reason for the decision.
2. The fact that the client may refer the complaint to the Office of the Ombud for Financial Services Providers, together with the contact particulars of the Ombud.
3. The point that the client must contact the Ombud within 6 months of reception of the communication.

I. Compliance

The Futuregrowth Compliance Officer will monitor the entire complaints resolution process to ensure that all the regulatory deadlines are met and that the Complaints Register is maintained.

J. Contact Details for the Ombud

Name	Deputy FAIS Ombud
Physical address	Kasteel Park Office Park Orange Building, 2 nd Floor Jochemus Street Erasmus Kloof 0048
Postal Address	PO Box 74571 Lynnwood Ridge 0040
Telephone Number	+27 12 470 9080
Fax Number	+27 12 348 3447
Email Address	info@faisombud.co.za
Website	www.faisombud.co.za