

## COMPLAINTS POLICY



## 1. Preamble

This Policy applies to PSG Wealth which is made up of the following companies:

- PSG Securities Ltd;
- PSG Invest (Pty) Ltd;
- PSG Life Ltd;
- PSG Multi Management (Pty) Ltd
- PSG Wealth Financial Planning (Pty) Ltd
- PSG Asset Management (Pty) Ltd
- PSG Collective Investments (RF) Ltd
- PSG Employee Benefits Ltd
- Western Administration Services (Pty) Ltd

Throughout this document, any reference to “PSG” or “FSP’s” shall include the above entities collectively.

## 2. Complaints policy

PSG is committed to:

- 2.1 Resolving client complaints in a manner which PSG believe is fair to our clients, our business and our staff.
- 2.2 Ensuring that clients have full knowledge of the procedures established for internal resolution of their complaints, details of which will be given to them in writing.
- 2.3 Ensuring easy access to our complaints resolution facilities at any of our offices, or by way of post, telephone or email.
- 2.4 Employing and empowering properly trained people in our business to deal with complaints, as well as with the escalation of serious non-routine complaints.
- 2.5 Dealing with complaints in a timely and fair manner, with each complaint receiving proper consideration in a process that is managed appropriately and effectively.
- 2.6 Offering full and appropriate redress in all cases where a complaint is resolved in favour of a client.
- 2.7 Informing clients of their right to refer their complaints to the applicable Ombudsman or Adjudicators should a complaint not be resolved to their satisfaction within six weeks from the date on which the complaint is received.
- 2.8 Maintaining records of all complaints received for a period of 5 years, which will specify whether or not complaints were resolved.
- 2.9 Implementing follow-up procedures to:
  - a. Ensure the avoidance of occurrences giving rise to complaints and
  - b. Improve services and complaint systems and procedures where necessary

## 3. Definition of Complaint

Complaint means a specific dissatisfaction relating to a financial service rendered by PSG.

## 4. Complaints Procedure

4.1 Steps to follow when lodging a complaint:

- a. If you have a financial planner, contact your specific branch where your financial planner is operating from (this information is available on your latest policy schedule or appointment document);
- b. If your complaint is not resolved by the branch you may escalate your complaint to the relevant Regional Manager;
- c. If you are still unhappy with the outcome of your complaint or if you don't have a financial planner, you can lodge your complaint in writing directly to the Compliance department, by addressing the complaint to the Compliance department via e-mail [compliance@psg.co.za](mailto:compliance@psg.co.za).
- d. For complaints related to PSG Asset Management or PSG Collective Investments please e-mail your complaint to [psgamcompliance@psg.co.za](mailto:psgamcompliance@psg.co.za).
- e. The complaint must have the following information:
  - client personal and contact details
  - details of the complaint; and
  - any relevant documents

4.2 PSG deals with complaints as follows:

- a. Your complaint will be acknowledged, in writing, by PSG within five business days. In addition to this you will be provided with the name and contact details of the PSG staff member responsible for the resolution of your complaint.
- b. PSG will endeavour to resolve your complaint in a timely manner. The PSG staff member responsible for the resolution of your complaint will provide you with updates and feedback.
- c. PSG has a duty to resolve your complaint to your satisfaction within four weeks failing which you can refer the matter to the applicable Ombudsman or Adjudicators as set out below.
- d. A full record of all complaints received will be kept by PSG for a period of five years.

- e. Should you not be satisfied with the response from PSG, you may refer the complaint to the applicable Ombudsman or Adjudicators as set out below.

Complaints relating to the PSG's Pension Preservation, Provident Preservation and Retirement Annuity Funds, may be addressed to the Pension Funds Adjudicator.

Details of Pension Funds Adjudicator	
Telephone	+27 (12) 346 1738 or +27 (12) 748 4000
Fax	086 693 7472
Email address	<a href="mailto:enquiries@pfa.org.za">enquiries@pfa.org.za</a>
Postal address	PO Box 580, Menlyn, 0063
Website	<a href="http://www.pfa.org.za">www.pfa.org.za</a>

Complaints relating to PSG's Endowment and Living Annuity may be addressed to the Ombudsman for Long-Term Insurance.

Details of the Ombudsman for Long-Term Insurance	
Telephone	+27 (21) 657 5000 or 0860 103 236
Fax	+27 (21) 674 0951
Email address	<a href="mailto:info@ombud.co.za">info@ombud.co.za</a>
Postal address	Private Bag X45, Claremont, 7735
Website	<a href="http://www.ombud.co.za">www.ombud.co.za</a>

Complaints relating to any Short term Insurance policies.

Details of the Ombudsman for Short term Insurance (OSTI)	
Telephone	+27 (11) 726 8900 or 0860 726 890
Fax	+27 (11) 726 5501
Email address	<a href="mailto:info@osti.co.za">info@osti.co.za</a>
Postal address	P O Box 32334, Braamfontein, 2017
Website	<a href="http://www.osti.co.za">www.osti.co.za</a>

Complaints relating to financial advice or any other related matter may be addressed to the Financial Advisory and Intermediary Services Ombudsman (FAIS Ombudsman)

Details of the FAIS Ombudsman	
Telephone	+27 (12) 470 9080 or 0860 324 766
Fax	+27 (12) 348 3447
Email address	<a href="mailto:info@faisombud.co.za">info@faisombud.co.za</a>
Postal address	PO Box 74571, Lynnwood Ridge, 0040
Website	<a href="http://www.faisombud.co.za">www.faisombud.co.za</a>

Complaints relating to PSG Securities or any other JSE related matter may be addressed by the Johannesburg Stock Exchange (JSE).

Details of the JSE	
Telephone	+27 (11) 520 7000
Email address	<a href="mailto:SupervisionEquities@jse.co.za">SupervisionEquities@jse.co.za</a>
Postal address	Private Bag X991174, Sandton, 2146
Website	<a href="http://www.jse.co.za">www.jse.co.za</a>