

Verryn·Macdonald

Investments c.c.

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COMPLAINTS POLICY

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Policy Owner	CRAIG MACDONALD
Responsible Business Unit	VERRYN MACDONALD INVESTMENTS CC

TABLE OF CONTENTS

1. Policy statement.....

**2. Internal Complaints Review
Process.....**

3.Categorisation of complaint.....

4. Adequate Decision-Making

5.Engagement with the Ombud & Reporting.....

Policy statement

Verryn Macdonal Investments is committed towards a transparent and accessible complaints resolution process that is fair to all parties.

This policy will apply in all instances where a complaint arises out of a financial service rendered the Key Individual & Representative of Verryn Macdonald Investments cc. the complainant should be advised to record the complaint in writing and together with supporting documentation address the complaint to:

Physical Address 44 Constantia Road, Wynberg, 7800

Email Address cjmacdonald@mweb.co.za

Verryn Macdonald Investments cc is committed to:

- (a) Resolving client complaints in a manner which is fair to our clients, business partners and staff.
- (b) Ensuring that clients have full knowledge of the complaints procedures followed.
- (c) Resolving complaints in a timely and fair manner , following effective processes with each complaint.
- (d) Informing clients of their right to refer their complaints to the FAIS Ombud should their complaint not be resolved within 6 weeks from date complaint received.
- (e) transparent engagement with any relevant Ombud in relation to its complaints.
- (f) Maintaining complaint records received for a period of 5 years.
- (g) Improving our service and complaint procedures where necessary

2. Internal Complaints Review and Escalation Process

Upon receipt of a written complaint , the Key Individual and Compliance Officer will promptly:

- (a) Acknowledge, receipt of the complaint in writing and advise the complainant as soon as reasonably possible.
- (b) The Key Individual & Representative together with the Compliance Officer will investigate the nature, cause and effect of the complaint taking all factors into consideration with all the affected and necessary parties involved.
- (c) The complainant will be advised in writing of any findings or possible requests for further information, as are applicable.
- (d) The complaint must be recorded on our complaints register for record keeping.
- (e) Records of complains must be kept for a period of 5 years.

3 Categorisation of complaints

3.1 All complaints received will be categorised in accordance with the following nine categories:

3.1.1 Complaints relating to the design of a financial product, financial service or related service, including the fees, premiums or other charges related to that financial product or financial service;

3.1.2 Complaints relating to information provided to clients;

3.1.3 Complaints relating to advice;

3.1.4 Complaints relating to financial product or financial service performance;

- 3.1.5 Complaints relating to service to clients, including complaints relating to premium or investment contribution collecting or lapsing of a financial product;
- 3.1.6 Complaints relating to financial product accessibility, changes or switches, including complaints relating to redemptions of investments;
- 3.1.7 Complaints relating to complaints handling;
- 3.1.8 Complaints relating to insurance risk claims, including non-payment of claims; and
- 3.1.9 Other Complaints.

4. Decision Making

The KI and the Compliance officer is responsible for making decisions or recommendations in respect of complaints.

Our decision making team has the required experience, knowledge and skills in complaints handling, fair treatment of customers, the subject matter of the complaints concerned and relevant legal and regulatory matters;

Where a complaint is sustained, commitment by Verryn Macdonald Investments to make a compensation payment, goodwill payment or to take any other action, will be carried out without undue delay and within the agreed timeframe.

Where a complaint is rejected, Verryn Macdonald will provide the complainant with clear and adequate reasons for the decision.

5. Engaging with the Ombud and Reporting

5.1.1 Any complaint received from the FAIS Ombud will be reported by the KI to the Compliance officer, who will be responsible for the overall communication and investigations.

5.1.2 Verryn Macdonald Investments will monitor determinations, publications and guidance issued by any relevant Ombud with a view to identifying failings or risks in the organisation's policies, services or practices.

5.1.3 Verryn Macdonald Investments will maintain open and honest communication and co-operation between itself and any Ombud with which it deals.

5.1.4 Verryn Macdonald Investments will commit to resolving a complaint before a final determination or ruling is made by an Ombud, or through the internal escalation process, without unduly delaying a complainant's access to an Ombud.