

Complaints Policy

For

Trust Financial Holdings (Pty) Ltd

HEADINGS	PAGE
1. PREAMBLE	3
2. COMPLAINTS POLICY	3
3. DEFINITION OF A COMPLAINT	4
4. COMPLAINTS PROCEDURE	4
5. ANNEXURE A	6
6. ANNEXURE B – CLIENT COMPLAINT PROCESS DIAGRAM	7

1. PREAMBLE

This Policy applies to the following Financial Services Providers, and its Representatives, within Trust Financial Holdings (Pty) Ltd:

- Trust Financial Holdings (Pty) Ltd T/A Trust Risk Advisory Services: FSP: 50386

Throughout this document, any reference to “Trust Financial Holdings (Pty) Ltd” or “FSP” shall include the above entity collectively.

2. COMPLAINTS POLICY

TRUST is committed to:

- a) Resolving client complaints in a manner which Trust Financial Holdings (Pty) Ltd believe is fair to our clients, our business, and our staff.
- b) 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.
- c) Ensuring easy access to our complaints resolution facilities at any of our offices, or by way of post, telephone, or email.
- d) Employing and empowering properly trained people in our business to deal with complaints, as well as with the escalation of serious non-routine complaints.
- e) Dealing with complaints in a timely and fair manner, with each complaint receiving proper consideration in a process that is managed appropriately and effectively.
- f) Offering full and appropriate redress in all cases where a complaint is resolved in favour of a client.
- g) Informing clients of their right to refer their complaints to the FAIS Ombud should a complaint not be resolved to their satisfaction within six weeks from the date on which the complaint is received.
- h) Maintaining records of all complaints received for a period of 5 years, which will specify whether or not complaints were resolved.
- i) Implementing follow-up procedures to:
 - Ensure the avoidance of occurrences giving rise to complaints and
 - Improve services and complaint systems and procedures where necessary.

3. DEFINITION OF A COMPLAINT

Complaint means a specific complaint relating to a financial service rendered to the client on or after the date of commencement of FAIS, alleging that Trust Financial Holdings (Pty) Ltd:

- a) Contravened or failed to comply with a provision of FAIS and that, as a result, the client has suffered or is likely to suffer financial prejudice or damage.
- b) Willfully or negligently rendered a financial service to the client which has caused prejudice or damage to the client or which is likely to result in such prejudice or damage; or
- c) Treated the client unfairly.

4. COMPLAINTS PROCEDURE

4.1. Steps to follow:

- Contact your financial advisor / broker or our Head Office we are operating from. (Information available on your latest policy/ schedule or appointment document)
- Issue not resolved by the financial adviser or broker you can then escalates it to the relevant senior manager (Available on our Trust Financial Holdings (Pty) Ltd website: (www.trustrisks.co.za)
- Still not resolved you can refer matter to the Compliance Officer: Mr. Johann Terblanche, e-mail address: JTerblanche@moonstonecompliance.co.za – Tel: 021 388 8000.
- Compliance Officer not able to resolve. You as the Client will then be referred to the FAIS Ombud or relevant regulatory body.
- Details of the FAIS Ombud:

PARTICULARS OF FAIS OMBUD

Telephone:	+27(0)12 470 9080/97
Fax:	+27(0)12 348 3447
E-mail address:	info@faisombud.co.za
Postal address:	P.O. Box 74571, Lynwood Ridge, 0040

4.2. Trust Financial Holdings (Pty) Ltd deals with complaints as follows:



- Log the date and contents of the complaint in the Complaints Register of the specific branch.
- If a complaint is not in writing, ask the client to lodge the complaint in writing.
- Acknowledge receipt of the complaint in writing within 5 days of receipt and give the client the names and contact details of the staff responsible for the resolution of the complaint.
- Investigate the complaint to ascertain whether the complaint can be resolved immediately.
- If the complaint can be resolved immediately, take the necessary action, and advise the client accordingly.
- If the complaint cannot be resolved immediately:
 - Issue not resolved then have to be escalated to the specific Senior Manager.
 - Still not being able to resolve will then be referred to the Compliance Officer.

4.3. Compliance division:

- Acknowledge receipt of client's complaint and summary of the steps to be taken to resolve the matter and the expected date of resolution.
- Log the date and contents of the complaint in the official Compliance Complaints Register.
- Notifications received by the relevant Compliance Officer / Senior Manager on due dates for following up on complaints.
- If decision taken Trust Financial Holdings (Pty) Ltd liable, then necessary authorisation will be obtained from the relevant parties.
- Release will be drawn up by Compliance and need to be signed off by client before payment / settlement requested.
- If unable to resolve the complaint within 6 weeks of logging the complaint in the Official Complaints Register the client will be notified accordingly and will be informed of his rights to:
 - Proceed in terms of Rule 6(a) and 6(b) of the Rules on Proceedings of the Office of the FAIS Ombud (see Annexure A); or
 - Seek legal redress in another forum.
- Update the register with all developments/activities.

5. ANNEXURE A

Rule 6(a) and (b) of the Rules on Proceedings of the Office of the Ombud for Financial Services Providers.

- **6(a) Where a complaint cannot in a reasonable time be addressed by the responding party, the responding party must as soon as reasonably possible send to the complainant a written acknowledgement of the complaint with contact references of the responding party.**

- **6(b) If within four weeks of receipt of a complaint the responding party has been unable to resolve the complaint to the satisfaction of the client, the responding party must inform the complainant:**
 - a) The complaint may be referred to the Office of the Ombud if the complainant wishes to pursue the matter; and**

 - b) The complainant should do so within six months of receipt of such notification.**

Trust Financial Holdings (Pty) Ltd Client Complaint Process Diagram

