

D AND D THE CYCLE (PTY) LTD

Complaints Procedure



STEPS ON RECEIVING A COMPLAINT

1. Overview

D and D is an authorized financial services provider ('FSP'), licensed in terms of the Financial Advisory and Intermediary Services Act (the FAIS Act) and an approved administrator in terms of section 13B of the Pension Funds Act. We always appreciate client feedback, which we use to improve our offering to you. The purpose of this document and the complaints management process is to set out procedures on how to lodge a complaint and to ensure that we are able to resolve all complaints.

2. VERBAL Complaint

- 1.1. Listen to what the client or the client's representative is saying. If the matter can't be attended to and resolved immediately refer to point 3 below. Log the complaint in the complaints register. If the complaint cannot be resolved immediately, request complainant to submit the complaint in writing.*
- 1.2. All verbal non-complaint issues from a disgruntled client are to be immediately resolved by the person taking the call, and if they cannot be resolved then they are to be escalated as in point 3 below.*
- 1.3. In the event of any doubt, escalate the client's concern as per point 3 below.*
- 1.4. In respect of escalated complaints, the client must be advised that the complaint is to be received in writing within 14 days.*

2. WRITTEN

- 2.1. In the event of receiving a written complaint from a client or client representative, this needs to be given to the MD immediately who will attend to the complaint within 7 days. The complaint will be added to the complaints register. If investigations have to be performed the MD will request such from the relevant parties and report to the complainant on receipt of the investigation. The complainant must be updated on the status on at least a weekly basis till resolved.*

3. ESCALATION OF VERBAL COMPLAINTS

3.1. *All complaints escalated to the MD*

4. *If the complaint is unable to be resolved within 6 weeks advise the complainant that the client has the right to contact the Pension Funds Adjudicator for complaints*

Contact details:

The Pension Funds Adjudicator

P.O. Box 580, Menlyn, 0063

4th Floor, Riverwalk Office Park, Block A, 41 Matroosberg Road, Ashlea Gardens, Pretoria, 0181

Tel: 012 346 1738

Fax: 086 693 7472

Email: enquiries@pfa.org.za

Website: www.pfa.org.za

Complaints process flow chart

Client lodges Complaint

If complaint is not in writing, request for written complaint and then forward the complaints procedure to the client

Complaint received, validated and logged as a new complaint on Complaint Register

Acknowledge receipt of complaint within 5 days

Complaint assigned and investigated

Resolve the complaint immediately or take the necessary action and advise the client of the steps taken and expected date of resolution

Update the complaints register with all developments/activities

Inform the client in writing of the resolution of the complaint and the outcome

Notify the client if complaint is not resolved within 6 weeks and advise client of further rights, eg to refer the complaint to the adjudicator.

