
Client Complaint Process

This process applies to Findata Financial Services (Pty) Ltd

1. What can I complain about to Findata Financial Services?

Any dissatisfaction with a service provided by Findata Financial Services.

2. What is a complaint?

"complaint" means an expression of dissatisfaction by a person to a provider or, to the knowledge of the provider, to the provider's service supplier relating to a financial product or financial service provided or offered by that provider which indicates or alleges, regardless of whether such an expression of dissatisfaction is submitted together with or in relation to a client query, that -

- a) the provider or its service supplier has contravened or failed to comply with an agreement, a law, a rule, or a code of conduct which is binding on the provider or to which it subscribes;
- b) the provider or its service supplier's maladministration or wilful or negligent action or failure to act, has caused the person harm, prejudice, distress or substantial inconvenience; or
- c) the provider or its service supplier's has treated the person unfairly

2. How should I go about complaining to Findata Financial Services?

Please lodge a complaint in writing to Findata Financial Services, addressed to Client Services, using any one of the following addresses:

Physical Address:

1st floor Tygervally Chambers Two
Willie van Schoor Ave
Bellville
7550

Postal Address:

Postnet Suite # 0026
Private Bag X 21
Tygervally
7536

Email: info@findata.co.za

Tel: +27 (0)21 948 6025

3. The complaint must contain all of the following:

3.1 Client Details

3.2 Details of the Complaint

3.3 Any documentary proof, where applicable

Upon receipt by Findata Financial Services of the above-mentioned information, your complaint will be acknowledged by the Findata Financial Services staff member that will assist in the resolution of your complaint. Where possible, Findata Financial Services endeavours to resolve your complaint within five business days of receipt of your complaint, considering the nature of the complaint and the product type. A full record of each complaint received, and all subsequent correspondence will be kept on record by Findata Financial Services for such periods as prescribed by relevant legislation.

4. What if you are still unhappy?

Findata Financial Services should always be given the opportunity to resolve the complaint. However, should you be dissatisfied with the response from Findata Financial Services, you may refer your complaint to the Ombudsman, the details of which are set out below.

Complaints relating to intermediary services provided by Findata Financial Services, as an authorised financial services provider, may be directed to the Financial Advisory and Intermediary Services Ombud (FAIS Ombud). The FAIS Ombud acts independently and objectively. In complaints before the FAIS Ombud the complainant and any other party to the complaint are expected to give their fullest co-operation so as to dispose of the complaint within a reasonable time.

Contact details for the FAIS Ombud:

Physical Address:

FAIS Ombud
Eastwood Office Park
Baobab House
Ground Floor
Lynwood Ridge
0081

Postal Address:

PO Box 74571
Lynwood Ridge
0040

Client Contact Division:

0860FAISOM (0860 324 766)
Tel: +27 (0)12 470 9080
Fax: +27 (0)12 348 3447
Email: info@faisombud.co.a
www.faisombud.co.za