

Complaints Resolution Procedure

1. Aim

Patula Risk (a division of Floxilinx (Pty) Ltd), a licensed Financial Services Provider authorized to offer financial advice and intermediary services under the Financial Advisory and Intermediary Services Act, has specific responsibilities to its clients. One of these obligations is to provide a formal complaints resolution policy, allowing clients to exercise their rights as outlined in the Financial Advisory and Intermediary Services Act. The purpose of this document is to inform you of how you can utilize our complaints resolution policy to your advantage.

2. Our Complaints Resolution Procedure

2.1. Procedure for Submitting a Complaint

If Patula Risk or any of its representatives provided you with financial advice or intermediary services, and you believe there was non-compliance with the Financial Advisory and Intermediary Services Act, resulting in financial prejudice, intentional or negligent provision of advice causing damage, or unfair treatment, you have the right to lodge a complaint.

To lodge a complaint, please send a letter to: PO Box 195 Nottingham Road, KZN, 3280, South Africa, or email us at gregwattam@patularisk.co.za, providing the following information:

- Your name, surname, and contact details
- A detailed description of your complaint
- The name of the person providing financial advice or intermediary service
- The date on which the matter complained about occurred
- All documentation related to your complaint
- Your preferred communication method (email, fax, or post) and the corresponding contact details

2.2. Our Procedure

Upon receiving your complaint, we will send you an acknowledgment of receipt, taking into consideration the chosen communication method. We will investigate and aim to resolve your complaint within six (6) weeks. If unresolved or unsatisfactory, you have the right to refer the complaint to the FAIS Ombudsman within six months. Contact details for the Ombudsman are provided below:

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|-------------------|---|
| Name: | The FAIS Ombudsman |
| Physical Address: | Menlyn Central Office Building, 125 Dallas Avenue, Waterkloof Glen, Pretoria 0010 |
| Postal address: | P O Box 41, Menlyn Park, 0063 |
| Telephone number: | 012 762 5000 |

E-mail: info@faisombud.co.za
Web site: www.faisombud.co.za

3. Rules to Keep in Mind When Approaching the Ombud

3.1 Eligible Complaints:

The Ombud considers complaints related to financial advice or intermediary services, involving contraventions of the Financial Advisory and Intermediary Services Act, causing financial damage, negligent or intentional provision of damaging advice or services, or unfair treatment.

3.2 Conditions for Complaints:

- The act or omission complained of must have occurred on or after September 30, 2004.
- The complaint must reach the Ombud within 3 years of the act or omission. If the complainant was unaware, the 3-year period begins from the date of awareness or the earliest date a reasonable person in their circumstances would have become aware.
- If court action is already initiated on the subject of the complaint, the Ombud will not consider it.
- The financial services provider must be given an opportunity to resolve the complaint. If unresolved within 6 weeks, the complainant may escalate the matter to the Ombud within 6 months of receiving a final response.
- Complaints must be in writing and accompanied by relevant documentation.
- The Ombud may decline to consider a complaint if deemed more suitable for court

3.3 Ombud's Procedure:

- Officially receive the complaint.
- Suspension of prescription under the Prescription Act until withdrawal or a determination is made.
- The person complained against may be required to pay up to R1000 upon official receipt of the complaint.
- The Ombud initiates an investigation after informing all interested parties and providing an opportunity to respond.
- Attempts conciliated settlement and may make recommendations.

3.4 Determinations by Ombud and Legal Status:

- If not resolved through conciliated settlement, the Ombud issues a determination with the legal status of a civil judgment.
- The determination can include a monetary award (not exceeding R800,000, unless agreed by the accused party) or any other court-order-like directive.

- Costs may be awarded against the person complained against or the complainant based on the conduct.
- Appeals to the Board of Appeal are possible with Ombud's leave, and applications must be made within 1 month of the Ombud's determination. If the Ombud refuses, the chairperson of the Board of Appeal may be requested for permission within 1 month, with notification to the Ombud. A determination by the Board of Appeal holds the same status as a civil court judgment.