



WEALTHPORT

Complaints Resolution Policy

1 Introduction

The General Code for Financial Services Providers requires that a Financial Services provider “FSP” has a documented complaints resolution policy in place.

The general and specific obligations placed on the FSP describe the manner in which complaints must be handled by the FSP.

2 General obligations:

- ✓ A Client who wants to complain about any aspect of the Wealthport service will be requested to do so in writing;
- ✓ Wealthport will maintain such records of complaints for five (5) years;
- ✓ Complaints from Clients will be dealt with in a timely and fair manner;
- ✓ All complaints will be investigated thoroughly;
- ✓ Where a Client complaint is not resolved to the Client’s satisfaction, the Client will be advised of any further steps which may be available to the Client in terms of any applicable Act.

3 Specific obligations:

- ✓ Wealthport internal complaints resolution policy and procedure includes the following:
 - a) A written version of the complaints resolution policy and procedures.
 - b) Access to the policy by Clients, through public electronic media and announcements including communication to existing Clients.

4 Complaints Policy

4.1 Duties of the FSP

Any complaints can be directed to Wealthport Client Service Centre available on 010 593 3103 or sent to Wealthport via email to admin@wealthport.co.za. Wealthport will endeavour to resolve any complaints received within 24 working hours. If the complaint requires further investigation or management involvement, the complaint will be resolved as soon as possible after it is received, not exceeding 20 working days.

The Wealthport Client Services Agent will:

- a) Confirm the receipt of the complaint in writing
- b) Provide the Client with communication details of contact persons within Wealthport
- c) Inform the Client of the provisions of the Act that will apply whenever the Client, after dismissal of a complaint by the FSP, wishes to pursue further proceedings before the Ombud;
- d) Provide full details of the Ombud;
- e) Register the complaint on the internal complaints register;
- f) Keep the Client informed of the progress of any investigation relating to the resolution of a complaint and if/when the complaint has been escalated to management for further attention. The contact details of the manager to whom the complaint has been escalated will be provided to the Client.

The Wealthport Manager to whom the complaint was escalated will:

- a) Confirm with the Client that he/she has received the complaint;
- b) Investigate all details of the complaint by means of acquiring all information relating to the timeline and parties involved;
- c) Speak to internal parties involved in the complaint;
- d) Draw reports from the system relating to the complaint if required;
- e) Discuss the complaint with a more senior person, compliance officer or key individual in order to ensure that all aspects of the complaint receive due consideration;
- f) Inform the Client of the result within the required period of time and provide to the Client full written details of the resulting finding/s and reasons for the finding/s.
- g) If the outcome is not in favour of the Client, provide full details of the Ombud name, address and contact particulars and advise the Client in writing that the complaint may within six (6) months be pursued with the Ombud.
- h) Where the complaint is resolved in favour of the Client, the manager must ensure that a full and appropriate level of redress is offered to the Client without delay and implemented accordingly.
- i) Complete internal control documentation and update the complaints register with the outcome.