AG CAPITAL

COMPLAINANT PROCEDURE COMMUNICATION

1 PURPOSE OF THIS DOCUMENT

AG Capital (Pty) Ltd is an authorised Financial Services Provider, FSP Number 43325, and as such we have certain specific duties towards you, our valued client. One of these duties is the establishment of a formal complaint management and resolution framework, which enables you to exercise your rights under the Financial Advisory and Intermediary Services Act.

The purpose of this document is to inform you of the procedure we will follow to resolve the complaint you have submitted.

2 COMPLAINT MUST BE RELEVANT

Under the General Code of Conduct for Authorised Financial Services Providers and Representatives, a "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 the expression of dissatisfaction is submitted together with or in relation to a client query, that:

- 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;
- the provider or its service supplier's maladministration or wilful or negligent action or failure to act has caused you harm, prejudice, distress or substantial inconvenience; or
- the provider or its service supplier has treated you unfairly.

The financial services environment is complex. We will endeavour to address all reasonable requests from our clients, but may also refer you to a more appropriate facility. Where the complaint relates to any aspect of our service, or any disclosure that ought to be made by us, we will endeavour to address it in writing within 7 (seven) working days.

Where the complaint relates to a matter that is not within our control, such as product information or investment performance, we will forward the complaint to the product supplier concerned. Please be advised that we reserve the right to recover costs or damages we may suffer as a result of a client making a frivolous, vexatious or unreasonable claim.

3 PROCEDURE

Our internal complaints resolution process is intended to provide for the fair and effective resolution of complaints. The time periods set out in this procedure will be adhered to as strictly as possible but may be varied if necessary. The following step-by-step guideline sets out the procedure we will adopt once your complaint is received:

3.1 Your complaint, and all communications in connection with it, must be in writing. Any verbal communication in connection with the complaint must be confirmed in writing within 3 (three) working days of that communication.

Please indicate the following information:

- your name, surname and contact details;
- a complete description of your complaint and the date on which the financial service that led to your complaint was rendered;
- the name of the person who furnished the financial advice or rendered the intermediary service that led to your complaint; and
- how you would prefer to receive future communications regarding your complaint, for example by email.

3.2 Your complaint will be entered into our Complaints Register on the same day it is made, and written confirmation of receipt will be forwarded to you. We will keep a record of the complaint for 5 (five) years, as required by legislation. Please bear in mind that the method of communication you choose will determine how quickly we can respond to your complaint.

3.3 Your complaint will immediately be brought to the attention of the senior manager in charge of the relevant department, for allocation to a trained and skilled person able to properly respond to it.

3.4 Your complaint will be investigated, and we will revert to you with our preliminary findings within 7 (seven) working days of receipt of the complaint. In all instances, we will advise you of the reasons for our decisions.

3.5 Our preliminary findings will be discussed with all internal parties concerned, and a proposed solution will be communicated to you within a further 7 (seven) working days. In all instances, we will advise you of the reasons for our decisions.

3.6 If you are not satisfied with our proposed solution, you may refer the complaint to AG Capital's senior Complaint Dispute Facilitator, who may amend the solution or confirm it. Please note that certain decisions may first have to be approved by our management committee. Where that applies, we will communicate this to you, along with the date on which a decision on your complaint will be taken.

3.7 If, after referring the complaint to the Complaint Dispute Facilitator, you are still not satisfied with the outcome, we will regard the complaint as having been unsatisfactorily resolved. In that case, you may approach the office of the Ombud for Financial Services Providers, or take such other steps as may be advised by your legal representatives.

3.8 The Ombud for Financial Services Providers is appointed by the Financial Sector Conduct Authority to act as an adjudicator in disputes between clients and financial services providers. Referral to the Ombud must be made in accordance with section 27 of the Financial Advisory and Intermediary Services Act, 37 of 2002, and the rules made under that section.

3.9 Where we have not been able to reach a resolution within 6 (six) weeks of your submitting a complaint, you may refer the matter to the Ombud. The Ombud acts independently and objectively, and has jurisdiction in respect of complaints relating to advice or intermediary services arising on or after 15 November 2002.

3.10 If you wish to refer the matter to the Ombud, you must do so within 6 (six) months of the date of the notice in which we inform you that we are unable to resolve your complaint to your satisfaction. The Ombud does not adjudicate matters exceeding a value of R3 500 000.

3.11 The Ombud may be contacted at:

Physical address: 125 Dallas Avenue, Menlyn Central, Waterkloof Glen, Pretoria, 0010

Postal address: PO Box 41, Menlyn Park, 0063

Telephone: 012 762 5000 (sharecall 086 066 3274)

Email: info@faisombud.co.za

Website: www.faisombud.co.za

ANNEXURE A - COMPLAINTS FORM

Please complete this form in sufficient detail to enable AG Capital to investigate your complaint and provide you with a comprehensive response. Please submit your complaint by any one of the following methods:

By email: complaints@agcapital.co.za

By post or by hand: AG Capital (Pty) Ltd,
7th Floor, 20 Vineyard,
20 Vineyard Road, Claremont,
7708
(for the attention of the Compliance Department)

Field	Details
Complainant's name	
Contact person (Tel / Email / Postal)	
Claim reference number	
Type of financial service to which the complaint relates	
Name of the person at AG Capital you dealt with	
Preferred method of communication from AG Capital	

DETAILS OF THE COMPLAINT

Date on which the financial service complained of was rendered: ______________________________

Please provide a detailed explanation of your complaint below. If the space provided is insufficient, please attach a further annexure detailing your complaint.

Please tell us how you would like your complaint to be resolved.

Please ensure that all supporting documentation is attached to this form so that we can properly investigate your complaint.

Completed and signed by: ______________________________ (name of the person completing this form on behalf of the complainant)

Signature: ______________________________ **Date**: ______________________________