



COMPLAINTS POLICY

1. INTRODUCTION

Rezco comprises of a group of companies incorporated to carry on business in the South African financial industry. Towards ensuring Rezco's commitment to resolving complaints in a manner that is fair and transparent, Rezco has compiled this Complaints Policy to provide clients and/or any affected person with the details on how to submit a complaint and to provide an overview of the manner in which the complaint will be attended to. A copy of this Complaints Policy is available on Rezco's website or can be requested directly from Rezco at info@rezco.co.za.

Rezco's Complaints Policy applies to the following entities and their representatives within the Rezco group of companies:

- Rezco Investment Counsel (Pty) Ltd, an approved Financial Services Provider in terms of FAIS;
- Rezco Collective Investments Ltd, an authorised Manager in terms of CISCA.

Throughout the Complaints Policy, any reference to "Rezco" refers to the above entities collectively.

2. DEFINITIONS

"CISCA" means the Collective Investment Schemes Control Act 45 of 2002.

"complaint" means a complaint submitted by a client or affected person to Rezco in respect of financial service or product rendered by Rezco or relating to a financial service or product rendered by Rezco or representative, and in which it is alleged that Rezco or a representative:

- a) contravened or failed to comply with a provision of the relevant Act and that as a result thereof the complainant suffered or is likely to suffer financial prejudice or damage; or
- b) wilfully or negligently rendered a financial service or product to the complainant which has caused prejudice or damage to the complainant or which is likely to result in such prejudice or damage; or
- c) treated the complainant unfairly.

"Complaints Officer" means the person designated to investigate a complaint and consider the appropriate resolution, if any.

"FAIS" means the Financial Advisory and Intermediary Services Act 37 of 2002.

"internal complaint resolution procedure" means the internal procedure established and maintained by Rezco for the resolution of complaints.

"resolution" means the process of resolving a complaint through and in accordance with the Rezco's internal complaints resolution system and procedures.

3. LODGING A COMPLAINT

A client or affected person who wishes to lodge a complaint with Rezco must formally submit the complaint in writing, setting out all relevant information, namely:

- the person's full name, ID number and contact details;
- in the case of a person acting on behalf of a client, proof of his/her authority to do so;
- specific details about the nature of the complaint, including specific facts and date; and
- if applicable, all supporting documents for consideration.

The complaint together with all supporting documents must be sent to complaints@rezco.co.za.

The email address is monitored by designated staff members of Rezco. The client will receive written confirmation of receipt of the complaint within 1 business day. The designated staff will confirm that the complaint has been forwarded to the Complaints Officer for investigation and resolution.

4. INTERNAL COMPLAINTS RESOLUTION

Upon receipt of a complaint, the designated staff member will forward the complaint together with all information and supporting documentation submitted to the Complaints Officer.

The Complaints Officer will consider the complaint, the information provided and the supporting documents. The Complaints Officer will investigate the complaint and acquire any information from relevant staff towards giving the complaint proper consideration. The Complaints Officer will document the investigation process.

Having fully investigated the complaint and having considered all the information available in relation thereto, the Compliance Officer will consider the appropriate resolution, which may or may not be in favour of the client, as well as any redress to the client or addressing the source of the complaint in Rezco's systems and procedures. The Complaints Officer will document his/her findings on the investigation and recommend the appropriate resolution, which will include the appropriate redress in the case of the complaint being resolved in favour of the client.

In the event that the Complaints Officer is unable to resolve the complaint, the client will be referred to the relevant ombudsman, or any other appropriate regulatory body as the case may be.

Details of the Complaints Officer:

Name: Ronald Cape

Capacity: Director of Operations

Address: 146 Main Road, Walmer, Port Elizabeth

5. FEEDBACK

The client will receive feedback on the Complaints Officer's recommended resolution or dismissal of the complaint within 10 business days of the complaint having been submitted.

If the complaint is dismissed or is not resolved in favour of the client, the Complaints Officer will provide the client with reasons for the finding in writing and will advise the client that he/she may pursue the matter with the office of the relevant ombudsman or regulatory body as the case may be.

If the complaint is resolved in favour of the client, the full and appropriate level of redress will be offered to the client without delay.

6. COMPLAINTS REGISTER

The Complaints Officer will document the complaint, the application of its internal complaints resolution procedure and the proposed dismissal or resolution of the complaint in Rezco's complaints register. A record of all information and documentation considered will be stored in Rezco's database.