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**Complaints Resolution Process of
IOTA Investment Services (Pty) Ltd
FSP No 18317**

1. Purpose of this document

IOTA Investment Services is a licensed Financial Services Provider with the authority to provide financial advice and intermediary services in terms of the Financial Advisory and Intermediary Services Act. As such we have certain specific duties to you, our clients. One of these duties is to offer you a formal complaints resolution system, which will enable you to exercise your rights as provided for in the Financial Advisory and Intermediary Services Act. The purpose of this document is to inform you of how you can make use of our complaints resolution system, to your advantage. This document can be found at our office at 1st Floor, Building 2, Oxford & Glenhove, 114 Oxford Road, Houghton Estate, 2196 or on your request. You can contact us at telephone number (011) 446-6000 or email at info@iota.co.za

2. Our complaints resolution procedure

2.1. Procedure when submitting a complaint to us

If IOTA Investment Services or any of its representatives provided you with financial advice or any other intermediary service, and you feel that we or our representative:

- did not comply with the Financial Advisory and Intermediary Services Act and that you suffered financial prejudice as a result;
- intentionally or negligently gave financial advice or rendered an intermediary service to you which caused prejudice or damage or is likely to cause damage;
- treated you unfairly,

you must please write us a letter to PO Box 37227, Birnam Park, 2015, or send us an e-mail to info@iota.co.za with the following information:

1. Your name, surname and contact details;
2. A complete description of your complaint;
3. The name of the person who provided you with financial advice or an intermediary service;
4. The date on which the matter complained about happened;
5. All documentation relating to your complaint;
6. How you would prefer to receive communication from us regarding your complaint i.e. by e-mail or post and please provide us with the e-mail address or address where you would prefer to receive such communication.

2.2. Our procedure when receiving your complaint

1. The complaint will be entered into our Complaints Register as soon as it is received and written confirmation of receipt will be forwarded to you. We will keep record of the complaint and maintain such record for **5 (five) years** as required by legislation. Please take into consideration that the method of communication chosen by you will determine how quickly we will respond to your complaint.
2. The complaint will be investigated and we will revert to you with our preliminary findings within **7 (seven) working days** from the date of receipt of the complaint. In all instances we will advise you of the reasons for our decisions.
3. The 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.
4. If you are not satisfied with our solution, you may refer the complaint to the Managing Director of our Business. The Managing Director may amend the solution or confirm it. Please be informed that certain decisions may have to be approved by the management committee of the FSP. In such a case we will communicate that fact to you, as well as the date on which a decision relating to your complaint will be taken.
5. If, after having referred the complaint to the Managing Director, you are still not satisfied with the outcome, we will regard the complaint as being unsatisfactorily resolved. In such a 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.
6. In instances where we have not been able to arrive at a resolution within **6 (six) weeks** after you have submitted your 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, which has arisen after 15 November 2002.
7. You must, if you wish to refer the matter to the Ombud, do so within **6 (six) months** from the date of the notice in which we inform you that we are unable to resolve your complaint to your satisfaction. The Ombud will not adjudicate in matters exceeding a value of R3 500 000.
8. The FAIS Ombud may be contacted at the offices in Pretoria at the following address

Menlyn Central Office Building
125 Dallas Avenue
Waterkloof Glen
Pretoria
0010

Telephone number +27 12 762 5000 / +27 12 470 9080
Postal Address P.O. Box 41, Menlyn Park, 0063
Webpage www.faisombud.co.za
E-mail info@faisombud.co.za