

COMPLAINTS MANAGEMENT FRAMEWORK

ATLANTIC PEARL FINANCIAL (PTY) LTD

FSP 50420

Trading As

MT.COOK FINANCIAL



PURPOSE OF THIS DOCUMENT

To offer clients a Complaints Resolution Procedure, which will enable clients to exercise their rights as provided for in the Financial Advisory and Intermediary Services Act (“FAIS”).

- i. Complaint means a specific complaint relating to a financial service rendered to the client on or after the date of commencement of FAIS, alleging that we Request that any client who has a complaint against APF lodge such a complaint in writing;
- ii. Contravened or failed to comply with any provisions of FAIS and that; as a result; the client has suffered or is likely to suffer financial prejudice or damage;
- iii. Willfully or negligently rendered a financial service to the client which has caused prejudice or damage to the client or which is likely to result in such prejudice or damage; or handle complaints from clients in a timely and fair manner;
- iv. Treated the client unfairly

RULES FOR HANDLING A COMPLAINT

Atlantic Pearl Financial (Pty) Ltd (**APF**) must:

- v. Request that any client who has a complaint against APF lodge such a complaint in writing;
- vi. maintain a record of such a complaint for a period of five years;
- vii. handle complaints from clients in a timely and fair manner;
- viii. take steps to investigate and respond promptly to such complaints; and
- ix. where such a complaint is not resolved to the client’s satisfaction, advise the client of any further steps which may be available to the client in terms of FAIS or any other law.

CLIENT’S PROCEDURE FOR LODGING A COMPLAINT

If a client is of the opinion that any key individual and/or representative of APF (“the FSP”) provided them with financial advisory or intermediary services that do not comply with the provisions of FAIS,

or if they suffered financial losses because of alleged negligent or intentional error, the client is entitled to lodge a formal complaint.

To lodge a complaint the client must send their complaint in writing to

compliance@mtcookfinancial.com, with said complaint containing the following information:

- i. Client name and surname and contact details (email and telephone number);
- ii. A complete description of the complaint;
- iii. the name of the key individual and/or representative that provided the client with the financial services in question;
- iv. the date on which the matter occurred;
- v. all the supporting documentation relating to the client's complaint; and
- vi. preferred method of communication i.e. emails, post or telephone;
- vii. Client's trading account number;
- viii. The affected transaction number, if applicable

PROCEDURE FOR RECEIVING A COMPLAINT

As soon as the FSP receives the complaint, the FSP will acknowledge receipt thereof in writing. The FSP will investigate the complaint and provide a written response within a reasonable time not exceeding 30 business days from the receipt of the complaint.

If the FSP is unable to resolve the client's complaint within 30 business days', or unable to resolve the complaint to client's satisfaction, the client has the right to refer the complaint to the office of the FAIS OMBUD appointed specifically for this purpose.

The contact details of the FAIS Ombud are as follows:

Ombud for Financial Services Providers:

Address: Sussex Office Park, Ground Floor, Block B, 473 Lynwood Road & Sussex Ave, Lynwood, 0081, South Africa.

Telephone: +27 1 470 9080 | Facsimile: +27 12 348 3447

Email: info@faisombud.co.za | **Website:** <http://www.faisombud.co.za>