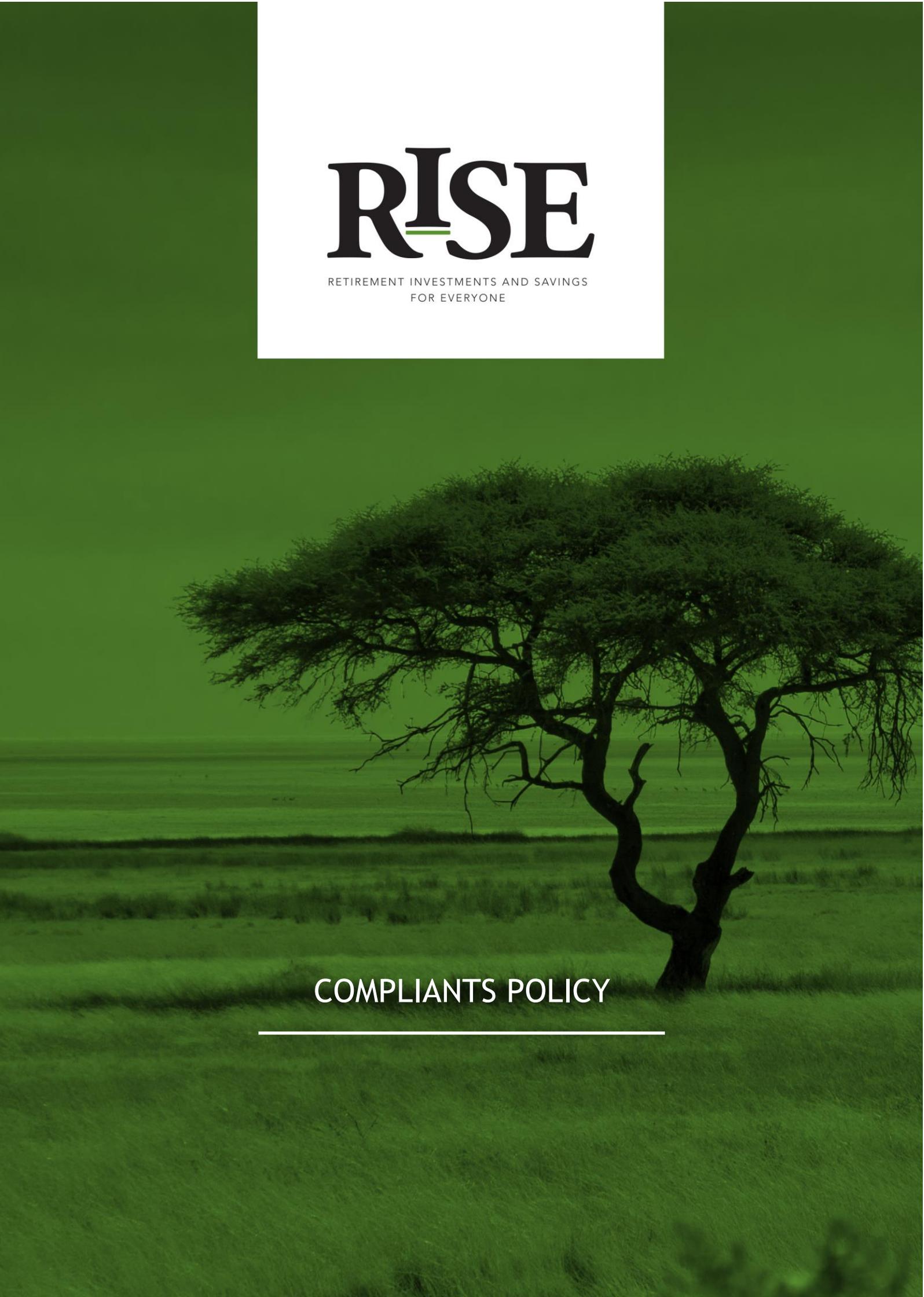


# RISE

RETIREMENT INVESTMENTS AND SAVINGS  
FOR EVERYONE

A large, spreading tree with a thick trunk and many branches, standing in a green field. The background is a solid green color.

## COMPLIANTS POLICY

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## CONTENTS

Introduction .....	3
The purpose of the Complaints Policy .....	3
Complaints Procedure .....	4
Regulators .....	5

## INTRODUCTION

### Financial Advisory and Intermediary Services Act ("FAIS")

FAIS is aimed at protecting consumers by ensuring that the rendering of intermediary services and/or the giving of advice in relation to a financial product is done in a competent and transparent manner. Consumers of financial products have the right to complain about any inappropriate advice or services rendered. Retirement Investments and Savings for Everyone (Pty) Ltd ("RISE") is committed to maintaining these standards of competency and transparency when dealing with prospective and existing clients.

All staff have been trained on relevant legislation relating to complaints and the Complaints Policy.

In fitting with the principles of Treating Customers Fairly (TCF), we strive to ensure that:

- Our customers know that they are dealing with an organisation where the fair treatment of customers is pivotal to our corporate culture.
- Our products and services meet the needs of our identified groups.
- Our customers are provided with clear information and are kept appropriately informed at all times.
- Where advice is given, this is suitable and takes account of our customers' circumstances.
- Our customers are provided with products and services of an acceptable standard as they have been led to expect.
- Our customers do not face unreasonable barriers to change a product, submit a claim or make a complaint.

We are committed to building long-term sustainable relationships with our clients, without compromising on ethics and good governance.

Whilst we make every effort to get things right, there may be times when our clients feel that they have not received the level of service to which they are accustomed entitled.

## THE PURPOSE OF THE COMPLAINTS POLICY

The purpose of this policy is to ensure that we are aware of, manage, resolve and track all complaints received. A record of these complaints and all relevant correspondence are captured on our internal Complaints Register. These records are safeguarded for a period of 5 years from where accurate statistical information can be drawn.

This is used as a tool to identify gaps within our processes or controls and ensure that preventative and corrective measures are implemented to prevent recurrences.

Appropriate management controls are available to exercise effective control and supervision of the consideration process.

We commit to implementing disciplinary action for non-compliance with the policy by RISE employees and representatives.

## COMPLAINTS PROCEDURE

- RISE undertakes to resolve all complaints as promptly and as objectively as possible. All escalated complaints must be received in writing, together with all supporting documents. Once all the relevant information is received the complaint will be forwarded to the relevant staff appointed to consider its resolution, all complaint will receive proper consideration.
- The complainant will be provided with written acknowledgement of receipt of the complaint, together with contact details of who is handling the complaint within 1 working day. Kindly note that, due to the nature of our industry, some matters may take longer to conclude. All responses will be in writing and will explain the reason for the decision.

What to do to resolve your complaint:

- a) It is best to contact the person with whom you have been dealing, alternatively you may ask for the contact details of the line manager. The initial person you contact will be responsible for either resolving the complaint or redirecting the complaint to the relevant line manger within 5 days from date of receipt.
- b) You will be informed of the results of the consideration within 3 weeks, provided that if the outcome is not favourable, full written reasons will be furnished within 6 weeks.
- c) Should you be dissatisfied with the outcome, or the manner in which a product was sold or administered, or how you were treated, you may escalate the complaint, in writing, to RISE's Compliance Officer.

The following information must be included:

- Full names and surname
  - Date of birth
  - Identity number
  - Fund membership number
  - Postal address
  - Telephone number
  - Cell phone number
  - Fax number
  - E-mail address
  - Name of employer
  - Name of retirement fund
  - Details of the complaint and all supporting documentation, information and correspondence
- d) Should the complaint still not be resolved to your satisfaction, or if we have failed to respond to your complaint within 30 days from date of receipt, then you may submit your complaint to the relevant regulator or ombudsman. The complaint may within six months be pursued with the relevant Regulator or Ombud.
  - e) You will need to provide the regulators with proof that you tried to resolve the complaint with RISE. This is done by providing a copy of the final response, together with your reasons for disagreeing with the outcome. The complaint must be submitted in writing, together with any supporting documentation.

## REGULATORS

**The Financial Sector Conduct Authority (FSCA):** The Financial Sector Conduct Authority (FSCA) is an independent institution established by statute to oversee the South African Non-Banking Financial Services Industry in the public interest. Its mission and vision are to promote and maintain a sound financial investment in South Africa.

The FSCA oversees the non-banking financial services industry, which includes retirement funds, short-term and long-term insurance companies, funeral insurance schemes, collective investment schemes (unit trusts and stock market) as well as financial advisors and brokers.

The FSCA is there to ensure that financial services providers (FSPs) treat you fairly and that you enjoy a safe investment environment. The FSCA prevents many South Africans from losing their hard-earned money to illegal money making schemes. You can confirm with the FSCA whether the entity you are dealing with has a valid FSCA licence because only licensed providers are authorised to sell you financial products.

**The FAIS Ombudsman:** The FAIS Ombudsman is an independent dispute resolution tribunal. The Board of the Financial Sector Conduct Authority appoints this Ombudsman. The FAIS Ombudsman's objective is to consider and dispose of complaints by clients against financial services providers in an independent, impartial and objective manner.

The FAIS office will assist with complaints relating to the conduct of NBC, its Key Individuals and all its representatives. They will assist with complaints where the actions, or the advice given by the financial service provider or any of its representatives, led to a customer's financial prejudice and unfair treatment.

**Pension Funds Adjudicator:** The Pension Funds Adjudicator's office investigates and determines complaints of the abuse of power, maladministration, disputes of fact or law and employer dereliction of duty, in respect of pension funds. The mission of the Pension Funds Adjudicator is to resolve complaints in terms of the Pension Funds Act, in order to uphold the integrity of the pension fund industry and protect the interests of pension fund members. Members or former members of a fund, beneficiaries or former beneficiaries of a fund, participating employers, or a member of the board of management of a fund, and any person who has an interest in the matter, may lodge a complaint with the office of the Pension Funds Adjudicator.

**Ombudsman for Long-Term Insurance:** The function of the Ombudsman for Long-Term Insurance is to mediate in disputes between subscribing members of the long-term insurance industry and policyholders, regarding insurance contracts. Complaints may relate to marketing, entering into of long-terms contracts, communication and administration failures, claim repudiations and unfair rejection of claims, lapsed policies etc.

<b>RISE Compliance Officer: Ester Murashiki</b>	<b>FAIS Ombudsman</b>	<b>Pension Funds Adjudicator</b>
PO Box 32528, Braamfontein, 2017	P.O.Box 74571 Lynwood Ridge 0040	P.O. Box 580 MENLYN 0063
7 Junction Avenue Max Maisela Park Park Town 2193	Sussex Office Park Ground Floor, Block B 473 Lynnwood Road Cnr Lynnwood Road & Sussex Ave, Lynnwood, 0081	4 <sup>th</sup> Floor Riverwalk Office Park Block A, 41 Matroosberg Road Ashlea Gardens Pretoria South Africa

		0181
+27(10)206-0000	+27 12 762 5000	086 066 2837
+27(10)206-0759	+27 12 470 9080	012 346 1738 , 012 748 4000
<a href="mailto:murashikie@nbc.co.za">murashikie@nbc.co.za</a>	<a href="mailto:info@faisombud.co.za">info@faisombud.co.za</a>	enquiries@pfa.org.za
<a href="http://www.nbc.co.za">www.nbc.co.za</a>	<a href="http://www.faisombud.co.za">www.faisombud.co.za</a>	<a href="http://www.pfa.co.za">www.pfa.co.za</a>

Ombudsman for Long-Term Insurance	Financial Sector Conduct Authority
Private Bag X45 Claremont 7735	P O Box 35655 MENLYN 0102
3 <sup>rd</sup> Floor, Sunclare Building 21 Dreyer Street Claremont 7700	Riverwalk Office Park 41 Matroosberg Road Ashlea Gardens 0081
0860 103 236/021 6575000	012 428 8000
021 674 0951	012 346 6941
<a href="mailto:info@ombud.co.za">info@ombud.co.za</a>	info@FSCA.co.za
<a href="http://www.ombud.co.za">www.ombud.co.za</a>	<a href="http://www.FSCA.co.za">www.FSCA.co.za</a>

This Complaint Policy can be accessed at any relevant office or branch of RISE or alternatively you can access the Complaint policy on [www.rise.co.za](http://www.rise.co.za).

RISE always welcomes comments and suggestions on how to improve our service. If we have not met your expectations, please let us know. Alternatively, if we have exceeded your expectations, positive feedback will help us to build on the things we are doing right.