

Complaints Policy and Procedure

All complaints must be sent in writing to Wealthpoint Capital (Pty) Ltd

The order of escalation for a complaint is as follows:

- 1. PM/KI**
 - a. The PM/KI is the first point of contact with regards to lodging a complaint. Please refer to the statutory disclosure for all the relevant contact details.
- 2. Board of Directors**
 - a. If you feel as though the matter was not resolved to your satisfaction, please contact the Directors to escalate the complaint
- 3. FAIS Ombud**
 - a. If you feel the Wealthpoint Capital has not managed to resolve the complaint or that you feel that we have not treated the issue with the proper procedure, please lodge a complaint at FAIS Ombud on the details below:

FAIS Ombud

<https://www.faisombud.co.za/>

Please refer to the Step by Step guide on the lodgement of complaints

Tel: 012 762 5000 / 012 470 9080

Email: info@faisombud.co.za

Attached is a breakdown of the FAIS Ombud Complaints Handling Process

FAIS Ombud Complaint Handling Process:

