

## COMPLAINTS RESOLUTION POLICY

### 1. INTRODUCTION

- 1.1 The purpose of this complaints resolution policy is to provide employees of Protea Capital Management with sufficient guidance in relation to the handling and resolution of complaints, with a view of continually improving service to clients.
- 1.2 This policy has been adopted by the board of directors of Protea Capital Management in order to ensure the effective, fair and speedy resolution of all complaints and that Protea Capital Management complies with the provisions of the Financial Advisory and Intermediary Services Act, 37 of 2002 (“**the FAIS Act**”) and other applicable legislation. It reflects Protea Capital Management’s commitment to maintain and manage an internal complaints resolution system and procedures.
- 1.3 Compliance with this policy is to ensure that when a complaint is received that it is managed, recorded and responded to within the required regulatory timeline.
- 1.4 For purposes of this policy, a “complaint” refers to a specific complaint relating to a financial service rendered by Protea Capital Management or any of its representatives in which it is alleged that Protea Capital Management or its representatives:
  - 1.4.1 contravened a provision of the FAIS Act and caused (or will cause) a complainant to suffer financial prejudice or damage;

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- 1.4.2 has wilfully or negligently rendered a service that has caused (or will cause) financial prejudice or damage; or
- 1.4.3 has treated a complainant unfairly.

## 2. PROCEDURE FOR THE HANDLING OF COMPLAINTS

- 2.1 All complaints must be submitted in writing to Protea Capital Management either by hand or e-mail to the following address:

Physical Address: 7 Northridge Avenue, Sunnyridge, Germiston, Gauteng, 1401

E-mail: [info@proteacapitalmanagement.com](mailto:info@proteacapitalmanagement.com) and [enrique@complianceservices.co.za](mailto:enrique@complianceservices.co.za)

- 2.2 The complaint must set out specific details about the nature of the complaint, including sufficient facts, dates and supporting documentation to enable Protea Capital Management to deal with the complaint quickly and fairly.
- 2.3 As soon as a complaint is received, Protea Capital Management will confirm receipt thereof in writing, and may request additional information, if required. All complaints received must be brought to the attention of the directors of Protea Capital Management.
- 2.4 All complaints received shall be properly investigated and Protea Capital Management shall handle all complaints in a timely and fair manner.
- 2.5 Should the complaint relate to services provided by a third party, Protea Capital Management shall promptly contact such service provider and request an explanation as to the complaint submitted and the method and approximate time in which the complaint will be addressed.
- 2.6 Should the complaint not be resolved to the client's satisfaction, Protea Capital Management shall advise the client in writing the reasons why the complaint could not be resolved and what

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further steps are available to the client in accordance with the FAIS Act, including the client's right to refer the complaint to the FAIS Ombud, whose details are as follows:

Telephone: +27 12 762 5000 / +27 12 470 9080

Facsimile: +27 86 764 1422 / +27 12 348 3447

E-mail Address: [info@faisombud.co.za](mailto:info@faisombud.co.za)

Website: [www.faisombud.co.za](http://www.faisombud.co.za)

- 2.7 Protea Capital Management shall maintain a register of complaints, for a period of 5 years from the date on which the complaint occurred, including the referral of the complaint to the FAIS Ombud.

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