

Do you want to lodge a FAIS complaint?

The Financial Advisory and Intermediary Services Act (FAIS) of 2002 requires us, as a financial service provider (FSP), to enable you, as our client, to lay a formal complaint about us if you feel that this is justified.

What would constitute grounds for complaint?

You may lodge a complaint if you feel that Olemera Financial Services or its representative has:

- rendered a financial service to you that has, or is likely to, cause you financial prejudice or damage
- acted contrary to the provisions of the Act in such a way as to cause you financial prejudice or damage
- treated you unfairly.

Complaints in terms of this process

It is important to note that complaints dealt with in terms of this process must relate to:

- Financial services
- Rendered on or after 30 September 2004
- By a Olemera Financial Services representative.

Submit the complaint in writing

If you want to lodge a complaint, please send it in writing, - accompanied by any supporting documentation, to FAIS Complaints Resolution Department.

PO BOX 3052 North Riding, 2162

How will we handle complaints?

Once our FAIS Complaints Resolution Department has received your formal complaint, they will:

- acknowledge receipt of your complaint in writing, within 24 hours
- investigate the complaint as speedily and comprehensively as possible
- attempt to resolve your complaint within a reasonable time
- get back to you in writing with the findings, within six weeks after receipt of your complaint.

If the complaint is resolved and you, the client, are satisfied with the outcome, the procedure is concluded.

If the complaint cannot be resolved to your satisfaction within six weeks, the FAIS Complaints Resolution Department will inform you in writing that you have the option of referring the matter to the FAIS Ombud and that this referral must take place within six months of the receipt of such a notice.