



COMPLAINTS MANAGEMENT POLICY

**ABOUTU FINANCIAL ADVISORS (PTY)LTD
FSP 18147**

2026

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This document provides a complaints procedure in conformance with legislative expectations and sets out the process that the FSP will follow

PURPOSE

This policy sets out the minimum requirements for the establishment of a fully functional Complaints Management Framework (“CMF”). These requirements will enable fair and effective recording, handling and resolution of complaints (in a timely, efficient and standardised manner), provide for the necessary redress actions to be taken and provide for the appropriate communication and reporting structures. The CMF must also allow for the limitation of post-sale barriers for clients by providing complainants with the information and processes that will efficiently and effectively resolve their complaint in a fair and timeous manner.

SCOPE

This policy is applicable to Discovery and all its subsidiaries (collectively referred to as “Discovery” or “Discovery Group”) that provides financial services and / or provide financial products to clients. For purposes of this policy, financial services include financial advice and services relating to financial products, and financial products include life, non-life, medical insurance, investments, loyalty programmes, wellness programmes and banking. Therefor this policy forms part of AboutU Financial Advisors’ policies and procedures.

POLICY PRINCIPLES

AboutU Financial Advisors’ commits to the following principles:

Empowering our people with the necessary expertise, skills and knowledge to effectively deal with, manage and escalate complaints received and to ensure these are appropriately recorded

Ensuring the processes to lodge a complaint are visible, accessible and transparent for clients;

Acknowledging receipt of complaints in a timely manner;

Investigating and managing the resolution of a complaint aligned with Discovery’s & AboutU values of honesty, integrity and fairness.

Offering the appropriate redress where applicable;

Ensuring clients are aware of internal complaints resolution processes and notifying complainants of the applicable Ombud, authority and / or regulator details should the complaint not be resolved to their satisfaction;

Reviewing and conducting trend and root cause analysis of all complaints received within each subsidiary to:

- mitigate the risk of poor service delivery
- avoid re-occurring complaints
- improve systems, controls, services and operational processes where required
- enable accurate reporting to all stakeholders including internal governance structures, the relevant Ombud and the regulators and/ or authorities

The FAIS General Code of Conduct requires that a financial services provider (FSP) must establish, maintain, and operate an adequate and effective complaints management framework to ensure the effective resolution of complaints and the fair treatment of complainants.

Treating Customers Fairly (TCF) The objective of TCF is to enhance and support the efficiency and integrity of financial markets and to protect clients by promoting fair treatment by financial institutions as well as providing clients with financial education and maintaining financial stability

AboutU Financial Advisors adopt the following outcomes and categories:

Outcome 1 Complaints relating to the overall fair treatment of clients being central to Discovery's culture;

Outcome 2 Complaints relating to the design of a product or service and whether these meet the identified needs of targeted consumer groups;

Outcome 3 Complaints relating to the quality and timeous delivery of communication provided to clients;

Outcome 4 Complaints relating to the suitability of advice provided to ensure the circumstances of the consumer and client had been provided for;

Outcome 5 Complaints relating to product performance as clients had been led to expect and the service offering is of an acceptable standard; and

Outcome 6 Complaints relating to unreasonable post-sale barriers to change a product, switch a provider, submit a claim or lodge a complaint.

- 1 Complaints relating to the overall culture of Discovery which is deemed to be unfair or inappropriate conduct
- 2 Complaints relating to the design of a financial product or financial service and whether these meet the identified needs of targeted consumer groups
- 3 Complaints relating to the financial service offering being of an acceptable standard
- 4 Complaints relating to the accurate accounting of financial transactions
- 5 Complaints relating to the quality and timeous delivery of communication provided to clients
- 6 Complaints relating to the suitability of advice provided to ensure the circumstances of the consumer and client had been provided for
- 7 Complaints relating to unreasonable post-sale barriers to switch or change a policy and / or financial product
Or any other complaints not categorized above

Our responsibilities

In terms of the provisions of the Financial Advisory & Intermediary Services Act, 2002 ("FAIS"), the Codes to FAIS, and the Rules of the Ombud for Financial Services Providers, AboutU Financial Advisors will:

- 1) Maintain records of complaints for a period of 5 years.
- 2) Handle complaints from clients in a timely and fair manner; and
- 3) Take steps to investigate and respond promptly to such complaints

COMPLAINTS MANAGEMENT PROCESS

In order to maintain and operate an adequate and effective complaints management process, the following must be adhered to, where applicable:

- a. request that any client who has a complaint against AboutU Financial Advisors or Discovery must lodge such complaint in writing;
- b. maintain a record of such complaints for a period of five years from date of termination of the policy;
- c. handle complaints from clients in a timely and fair manner;
- d. take steps to investigate and respond promptly to such complaints; and
- e. 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 the Financial Advisory and Intermediary Services Act, 2002 or any other applicable law.

The complaint should contain sufficient details and must include:

- the name of the client and details of the client's investment.
- the full name, ID number and contact details of the complainant as well as proof of authority to act on behalf of the client; and
- specific details about the nature of the complaint, which would include sufficient facts, dates and supporting documentation to enable AboutU Financial Advisors to deal with the complaint quickly and fairly.

What will happen once a complaint is made:

- We will acknowledge receipt of the complaint in writing to the complainant as soon as possible after it has been received
- Once the complaint has been made, it will be allocated to an appropriate staff member to investigate
- as required by legislation, we will attempt to resolve the complaint within six weeks of receipt of the complaint
- in event that the complaint cannot be resolved, we will advise the complainant in writing of the reasons why the complaint could not be resolved and what further steps are available to the complainant
- we will keep a record of the complaint and maintain such a record for five years as required by legislation

Who will deal with the complaint

- The complaint will be referred to a manager or other authorized person at AboutU Financial Advisors, who is skilled and empowered to deal with complaints.
- If the complaint is not resolved to the complainant's satisfaction
- Legislation requires us to advise the complainant in writing within six weeks of receiving the complaint if the complaint cannot be resolved and the reasons why the complaint could not be resolved.

In the event that the complaint cannot be resolved, the complainant may have recourse to the following whichever is applicable:

- Refer the matter to Discovery's Chief Compliance Officer at compliance@discovery.co.za, if the matter is not resolved or failure to deal with the claim
- Refer the matter to the FAIS Ombud within six months of notification that the claim cannot be resolved or within six months of the FSP's failure to deal with the claim

OMBUDS AND AUTHORITIES

FAIS OMBUDSMAN Tel: 012 762 5000 Email: info@faisombud.co.za Website: www.faisombud.co.za
Physical Address: Kasteel Park Office Park, Orange Building, 2nd Floor, 546 Jochemus Street, Erasmus Kloof, Pretoria, 0048 Postal Address: PO Box 74571, Lynwood Ridge, 0040

OMBUDSMAN FOR LONG TERM INSURANCE Tel: 021 657 5000 Toll free: 086 0103 236 Fax: 021 674 0951 Email: info@ombud.co.za Website: <http://www.ombud.co.za> Physical Address: Third Floor, Sunclare Building, 21 Dreyer Street, Claremont, Cape Town, 7700 Postal Address: Private Bag X45, Claremont, Cape Town, 7735

OMBUDSMAN FOR SHORT TERM INSURANCE (OSTI) Tel: 011 726-8900 Toll free: 0860 726 890 Fax: 011 726 5501 Email: info@osti.co.za Website: www.osti.co.za Physical Address: 1 Sturdee Avenue, 1st Floor, Block A, Rosebank, Johannesburg, 2196 Postal Address: PO Box 32334, Braamfontein, 2017

OMBUDSMAN FOR BANKING SERVICES Tel: 0860-800-900 Email: info@obssa.co.za Website: <https://www.obssa.co.za> Physical Address: 34 - 36 Fricker Road, Ground Floor, 34 Fricker Road, Illovo, Johannesburg

FINANCIAL SECTOR CONDUCT AUTHORITY (FSCA) Tel: 0800 20 3722 Switchboard: 012 428 8000 Fax: 012 346 6941 Email: info@fsca.co.za Website: www.fsca.co.za Physical Address: Riverwalk Office Park, Block B, 41 Matroosberg Road, (Corner Garsfontein and Matroosberg Roads), Ashlea Gardens, Extension 6, Menlo Park, Pretoria, South Africa, 0081

COUNCIL FOR MEDICAL SCHEMES (CMS) Tel: 0861 123 267 Fax: 086 673 2466 E-mail: complaints@medicalschemes.com Website: www.medicalschemes.com Physical address: Block A, Eco Glades 2 Office Park, 420 Witch - Hazel Avenue, Eco Park, Centurion, 0157 Postal address: Private Bag X34, Hatfield, 0028

INFORMATION REGULATOR (SOUTH AFRICA) E-mail PAIA: PAIAComplaints.IR@justice.co.za E-mail POPIA: POPIAComplaints.IR@justice.co.za Website: www.justice.gov.za Physical address: JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001