



About U Financial Advisors (Pty) Ltd (registration number: 2013/142969/07) is a mandated juristic representative of Discovery Life, an authorised Financial Services Provider, FSP License number 18147

COMPLAINTS MANAGEMENT POLICY

ABOUTU FINANCIAL ADVISORS (PTY)LTD

FSP 18147

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) Outcome 6 provides that *“Customers do not face unreasonable post-sale barriers imposed by firms to change a product, switch providers, submit a claim or lodge a complaint”*.

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

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

A complaint is defined in the FAIS General Code of Conduct as:

- an expression of dissatisfaction by a person to a provider or, to the knowledge of the provider, to the provider's service supplier relating to a financial product or financial service provided or offered by that provider which indicates or alleges, regardless of whether such an expression of dissatisfaction is submitted together with or in relation to a client query, that -
- the provider or service supplier has contravened or failed to comply with an agreement, a law, a rule, or a code of conduct which is binding on the provider or to which it subscribes.
- the provider or its service supplier's maladministration or willful or negligent action or failure to act, has caused the person harm, prejudice, distress, or substantial inconvenience; or
- the provider or its service suppliers has treated the person unfairly.

How to submit a complaint

If a complainant has a complaint against our business, it must be submitted to AboutU Financial Advisors (Pty) Ltd in writing, it can be submitted either by hand, post, or email to the AboutU Financial Advisors contact details that appear below.

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

The office of the FAIS Ombud may be contacted at:

Postal Address	FAIS Ombud P.O. Box 74571 Lynwood Ridge 0040
Telephone	012 762 5000 / 0860 663 247
E-mail	info@faisombud.co.za
Website	www.faisombud.co.za

- Refer the matter to either the Ombudsmen for Long Term Insurance or to the Pension Funds Adjudicator, if appropriate and within their jurisdiction
- Further steps available to you include seeking legal advice from an Attorney or you may refer the matter to arbitration.

Access to this policy

This Policy is available on AboutU Financial Advisors' internal CRM system, or directly from any member of the management team.

Should you have any further questions or concerns, please do not hesitate to contact us.



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