

## Client complaint process

\* Please note that this process applies to Electus Fund Managers Proprietary Limited (“**Electus**”).

### 1. What can I complain about to Electus?

Any dissatisfaction with a service provided by Electus.

### 2. How should I go about complaining to Electus?

2.1 Please lodge a complaint in writing to Electus, addressed to the Chief Operating Officer (Retail or Institutional, depending on what type of investor you are), using any one of the following addresses

Physical address:

Ground Floor, Great Westerford  
240 Main Road  
Newlands  
Cape Town  
7700

Postal address:

Ground Floor, Great Westerford  
240 Main Road  
Newlands  
Cape Town  
7700

Client contact division:

Fax: + 27 21 680 7501  
Email: [info@electus.co.za](mailto:info@electus.co.za)  
[www.electus.co.za](http://www.electus.co.za)

2.2 The complaint must contain the following:

- a) client details
- b) details of the complaint
- c) any documentary proof, where applicable.

2.3 Upon receipt by Electus of the above mentioned information, your complaint will be acknowledged by the Electus staff member that will assist in the resolution of your complaint.

2.4 Where possible, Electus endeavours to resolve your complaint within five business days of receipt of your complaint, taking into account the nature of the complaint and the product type.

2.5 A full record of each complaint received and all subsequent correspondence will be kept on record by Electus for such periods as prescribed by relevant legislation.

### 3. What happens next if you are still unhappy?

Electus should always be given the opportunity to resolve the complaint. However, should you be dissatisfied with the response from Electus, you may refer your complaint to the Ombudsman or Adjudicator depending on the nature of the complaint, as set out below in more detail.

#### 3.1 Complaints relating to intermediary services provided by Electus

Only complaints relating to intermediary services provided by Electus, as an authorised financial services provider, may be directed to the Financial Advisory and Intermediary Services Ombud (“**FAIS Ombud**”). The FAIS Ombud acts independently and objectively. Please note that Electus does not give advice and any complaints relating to advice will not apply to Electus. In complaints before the FAIS Ombud the complainant and any other party to the complaint are expected to give their fullest co-operation so as to dispose of the complaint within a reasonable time. For these purposes a complainant includes the complainant’s lawful successor in title or a person nominated as beneficiary in terms of the financial product that is the subject of the relevant complaint.

Contact details for the FAIS Ombud:

Physical address:  
FAIS Ombud  
Eastwood Office Park  
Baobab House  
Ground Floor  
Lynnwood Ridge  
0081

Postal address:  
PO Box 74571  
Lynnwood Ridge  
0040

Client contact division:  
0860FAISOM (0860324766)  
Tel: +27 12 470 9080  
Fax: + 27 12 348 3447  
Email: [info@faisombud.co.za](mailto:info@faisombud.co.za)  
[www.faisombud.co.za](http://www.faisombud.co.za)