

Futurum Financial Group (Pty) Ltd

RESOLVING COMPLAINTS

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1. We take your concerns seriously

As you are a valued client, your satisfaction is our priority. Which is why, at FFG, we strive to provide you with exceptional client service.

Naturally, there may be times when you feel that we have not lived up to this promise, or when you simply have a complaint. Well, we believe you have the right to be heard, which is why we've established the complaint resolution procedure as detailed below.

Please remember that we cannot improve the quality of our service offering if clients do not inform us of service breakdowns. Your time and effort in highlighting any concerns in this regard would be much appreciated, and we shall do our utmost to resolve any concerns or complaints as efficiently as possible.

By following this simple procedure you can be sure that your complaint will be heard, and that it will be dealt with as quickly as quickly and effectively as possible.

2. Begin by talking to your contact at FFG

We suggest that this is the first channel through which to direct a complaint – it is usually the quickest and easiest way to have a problem resolved.

Should you wish to send a complaint in writing (via fax, e-mail or letter) to your FFG contact please remember to include the following:

a) Your name and contact details\

b) The details of the issue you are concerned about

c) Copies of supporting documentation

d) An indication of how you believe the problem should be resolved.

Once we have received your complaint, we shall acknowledge it promptly and keep you informed of progress made in resolving the matter. We place great importance on building personal relationships with our clients.

3. If the matter is not resolved call our Compliance Department

Telephone: 018 293 0656

Fax: 086 589 8680

E-mail: hanlie@ffg.co.za

4. If not satisfied communicate directly to the Ombudsman for FAIS or the relevant Institute

4.1. The FAIS Ombud

PO Box 74571

Lynnwood Ridge

Pretoria 0040

Tel: 0860 324 766/ 012 470 9080

Fax: 012 348 3447

