

Client complaints process

Introduction

Treating Customers Fairly (TCF) is a programme being implemented by the Financial Service Board to regulate the market conduct by financial services firms. The TCF approach seeks to ensure that fair treatment of investors is embedded within the business culture.

IP Management Company (RF) (Pty) Ltd (IPMC) is committed to providing excellent service. All complaints are taken seriously and we aim to resolve complaints to the satisfaction of our clients wherever possible.

How should I go about complaining to IPMC?

IPMC invites any client who is dissatisfied with the services provided to address their concerns in writing to the following:

Offices

Name: IP Management Company (RF) Pty Ltd
Attention: Compliance officer
Physical address: 1st Floor Mariendahl House
Newlands-on-Main
Newlands
7700
E-mail address: clientservices@ipmc.co.za

The complaint must contain the following:

- a) Client details
- b) Description of the complaint
- c) Date the issue occurred
- d) Any supporting documents
- e) Preferred method of communication

Upon receipt of the complaint, IPMC will acknowledge receipt thereof and promptly endeavour to assist in the resolution of the complaint. This will include responding to the client, utilizing the client's preferred method of communication, with an explanation of the investigation and resolution action taken.

IPMC endeavours to resolve your complaint within 3 weeks of receipt, taking into account the nature of the complaint.

A full record of the complaint will be kept by IPMC for such period as prescribed by the relevant legislation.

What happens next if you are still unhappy?

If we fail to resolve your complaint within 3 weeks or if you are dissatisfied with our response, you are entitled to escalate the issue with the Managing Director of IPMC and to address their concerns to the following:

Offices

Name: Brett Paton
Physical address: 1st Floor Mariendahl House
Newlands-on-Main
Newlands
7700
E-mail address: brettp@ipmc.co.za

IP Management Company (RF) Pty Ltd is not registered to provide advice and should you be dissatisfied with advice provided by your advisor, you are entitled to address the issue with the FAIS Ombud and direct your concerns to the following:

Offices

Name: FAIS Ombud
Postal address: PO Box 74571
Lynwood Ridge
0040
Telephone number: (012) 470 9080/99
Fax number: (012) 348 3447
E-mail address: info@faisombud.co.za