



## FSP SOLUTIONS

**08 60 00 1827 or 011 – 206 5000**

**FAKS / FAX: 011 – 206 5005**

**Posbus / PO Box 50587  
RANDJIESFONTEIN  
1683**

### **F.S.P. SOLUTIONS COMPLAINTS PROCEDURE**

As an authorised financial service provider in terms of the *Financial Advisory and Intermediary Services* (FAIS) Act (Act 37 of 2002), we are committed to provide our clients with quality service and undertake to manage the affairs of our clients in such a way that it would not be necessary to have a complaint about our service, integrity and commitment. However should it happen that a client does have a complaint, our complaints procedure is as follows:

1. If your complaint is not yet in writing, please forward same in writing via facsimile for the attention of The F.S.P. Complaints Officer, Pierre van Huyssteen on (011) 206-5005 who will then allocate the complaint to the applicable staff member for finalisation.
2. We will log the date and contents of the complaint in our Complaints Register and confirm the receipt of your complaint within 5 working days of receipt thereof. We will also provide you with the name(s) and contact details of the staff responsible for the resolution of the complaint.
3. We will investigate your complaint to ascertain whether the complaint is legitimate and/or can be resolved immediately.
4. If your complaint can be resolved immediately, we will take the necessary action and inform you accordingly.
5. If your complaint cannot be resolved immediately, we will request supporting documentation (if any) from you so as to resolve the matter. We will also indicate an expected date of resolution.
6. If we are unable to resolve your complaint within 6 weeks of logging the complaint in our Complaints Register, we will advise you thereof in writing.
7. You may then approach the Office of the Ombud for Financial Service Providers on (012) 470-9080 if you wish to pursue the matter. This approach of yours to The Ombud must take place within 6 months of us notifying you that we cannot resolve your complaint.

Regards

Pierre van Huyssteen  
F.S.P. Solutions