

## COMPLAINTS RESOLUTION

### Definition of a FAIS Complaint

A FAIS complaint can be defined as a specific complaint relating to a financial service rendered by a financial services provider or representative to a client on or after the date of commencement of the FAIS Act, and in which complaint it is alleged that the provider or representative:

- (a) has contravened or failed to comply with a provision of the FAIS Act and that as a result thereof the client has suffered or is likely to suffer financial prejudice or damage;
  - i. This applies to allegations made by a client against ENVISION RISK PTY (LTD) that:
    - The features of the product in question were not properly Explained at point of sale;
    - The client was not given enough information that would enable him or her to make an informed decision about the financial product;
    - The policy documents were not delivered and received by The client;
    - There's not enough information with regard to the lodging of a claim or premium payment and frequency thereof; or
    - Doesn't recall buying the financial product.
- (b) has willfully or negligently rendered a financial service to the complainant which has caused prejudice or damage to the complainant or which is likely to result in such prejudice or damage; or
  - i. This applies to allegations that ENVISION RISK PTY (LTD) has:
    - sold an incorrect product to the client;
    - acted without the client's knowledge or consent;
    - cancelled a policy without the client's knowledge/ consent;
    - effected any policy change without the client's knowledge/ consent (remove "which caused")
- (c) Has treated the complainant unfairly;
  - i. This applies to allegations that:
    - The client has been pushed from pillar to post without a resolution;
    - A representative of ENVISION RISK PTY (LTD) has been rude towards a client;
    - Different staff provided different information when contacted about the same issue on the financial product;
    - The provider promised to do one thing and then did another.

### Application

This policy applies only to complaints by clients alleging that ENVISION RISK PTY (LTD):

- has contravened or failed to comply with a provision of the FAIS Act and that as a result thereof the complainant has suffered or is likely to suffer financial prejudice or damage;
- has willfully or negligently rendered a financial service to the complainant and has caused prejudice or damage to the complainant or which is likely to result in such prejudice or damage; or
- Has treated the complainant unfairly.

### How to lodge a complaint?

A complaint must be submitted in writing via fax to 0866393910 or via email to [compliance@envisionsa.co.za](mailto:compliance@envisionsa.co.za) and must be addressed to the Compliance officer. All relevant information and documentation pertaining to your complaint needs to be included and or attached, in order to enable the compliance officer to resolve your complaint timeously and without delay.

### Procedure

Once the complaint is received by the compliance officer, you may expect an acknowledgement of receipt, within 5 days of receipt of the written complaint. In the response you will be provided with the details of the person who will be responding to your complaint and how your complaint will be handled. You may expect a resolution to the complaint within 6 weeks of receipt of your complaint.

### Referral of the Complaint to the FAIS Ombudsman

- Should a resolution reached by ENVISION RISK PTY (LTD) not be to the Client's satisfaction, the client has six months within which to submit an official complaint to the FAIS Ombudsman.
- The complaint must not constitute a monetary claim in Excess of R800 000.00.
- The FAIS Ombudsman will not investigate a complaint if, before the date of receipt of the complaint by the FAIS Ombudsman, or during an investigation by the FAIS Ombud, the complainant institutes proceedings in a court regarding the subject matter of the complaint.

ENVISION RISK PTY (LTD) will, on an ongoing basis, investigate the nature of complaints received and ensure that preventative measures are put in place, to avoid future occurrence of similar and other complaints

**The FAIS Ombudsman, is accessible through the following means of communication:**

Telephone: +27 12 4709080 | Facsimile: +27 12 348 344 |  
E-mail Address: [info@faisombud.co.za](mailto:info@faisombud.co.za) | Website: [www.faisombud.co.za](http://www.faisombud.co.za)  
Financial Services Board | P O Box 74571 | Lynwood Ridge | 0040