

## **COMPLAINTS RESOLUTION POLICY** **(in terms of the FAIS General Code of Conduct – Part XI)**

1. Credit Guarantee's complaints resolution policy has been designed to:
  - maintain a comprehensive Complaints handling policy, outlining our commitment to the prompt internal resolution of complaints;
  - ensure the continued provision of the highest standards of professionalism and client service;
  - ensure the effective, fair and prompt resolution of all complaints;
  - properly administer and control all complaints which may arise; and
  - comply with the requirements of the Financial Advisory and Intermediary Services Act (FAIS Act), General Code of Conduct, by ensuring:
    - easy access to the complaints policy at any office or branch of Credit Guarantee;
    - that the complaint resolution is fair to all parties concerned - clients, Credit Guarantee and it's staff;
    - that the internal complaints process is transparent and visible so that clients have full knowledge of what procedure to follow to resolve their complaints;
    - in the event that the complaint is of a non-routine, serious nature, the resolution thereof will take cognisance of its seriousness; and
    - it is dealt with by a member of staff with the necessary expertise given the nature of the complaint, to ensure its fair and prompt resolution.
2. Clients are requested, wherever possible, to submit all complaints in writing to assist Credit Guarantee with controlling and resolving the complaint satisfactorily and to ensure proper record keeping in line with the requirements of the FAIS Act.

All information and supporting documentation relevant to the complaint should be included with the complaint.

3. Complaints may be submitted to Credit Guarantee:
  - via the Credit Guarantee website: [www.creditguarantee.co.za](http://www.creditguarantee.co.za) under the “Home Page” option; or
  - via email to [complaints@cgic.co.za](mailto:complaints@cgic.co.za); or
  - via telephone to (011) 889 7033; or
  - Postal Address: Private Bag 9908, Sandton, 2146
4. All complaints submitted to Credit Guarantee will be acknowledged in writing within two business days and will include the name and contact details of the person responsible for resolving the complaint.

Please note that as delivery of items emailed to Credit Guarantee cannot be guaranteed, should no acknowledgement of a complaint submitted be received within three business days, kindly contact Credit Guarantee's compliance department by telephone on (011) 889 7033 in order that Credit Guarantee may follow up on the matter.

5. Where a complaint cannot be addressed by Credit Guarantee within 3 (three weeks) of receipt thereof, Credit Guarantee will inform the client accordingly.

6. The client will be notified of the outcome of the complaint in writing. If the outcome of the complaint is not favourable to the client, full written reasons will be provided within six weeks of receipt of the complaint.
7. In cases where routine resolution of complaints is not possible; or if the complaint cannot be resolved within three weeks; or if the complainant is still dissatisfied with the outcome, then the complaint may be escalated to:

<u>Name</u>	<u>Title</u>	<u>Email</u>	<u>Telephone No.</u>
Abdul Vally	General Manager: Trade Credit Operations	<a href="mailto:abdulv@cgic.co.za">abdulv@cgic.co.za</a>	(011) 889 7024
Steve Smith	Chief Risk and Compliance Officer	<a href="mailto:steves@cgic.co.za">steves@cgic.co.za</a>	(011) 889 7033

8. Disputes that fall within the jurisdiction of the OSTI (see OSTI website for the latest details) may be submitted to them using the following details:

Ombudsman for Short-term Insurance (OSTI)

Physical Address	Postal Address:	
110 Oxford Road Houghton Estate Johannesburg 2198.	P.O. Box 32334 Braamfontein 2017	Tel : (011) 726 8900 Fax. : (011) 726 5501 Email : <a href="mailto:info@osti.co.za">info@osti.co.za</a> Website : <a href="https://www.osti.co.za">https://www.osti.co.za</a>

9. If within six weeks of receipt of a complaint Credit Guarantee has been unable to resolve the complaint to the satisfaction of the client, and if the complainant wishes to pursue the matter further and the complaint:
  - 9.1 Relates to a financial service rendered by Credit Guarantee or a representative of Credit Guarantee and where it is alleged that Credit Guarantee or our representative-
    - (a) 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; or
    - (b) has wilfully or negligently rendered a financial service to the complainant which has, or which is likely to, cause prejudice or damage to the complainant; or
    - (c) has treated the complainant unfairly;

and
  - 9.2 Does not constitute a monetary claim in excess of R800,000 unless Credit Guarantee has agreed in writing to this limitation being exceeded, or the complainant has abandoned the amount in excess of R800,000.

Then the complaint may be referred to the FAIS Ombud. The complainant should:

- do so within six months of receipt of Credit Guarantee's notification; and
- produce the final response (if any) of Credit Guarantee as well as the complainant's reasons for disagreeing with the final response.

10. FAIS Ombud

Physical Address	Postal Address:	Contact Info
Sussex Office Park Ground Floor, Block B 473 Lynnwood Road Lynnwood	P.O. Box 74571 Lynnwood Ridge 0040	Tel : (012) 470 9080 Fax. : (012) 348 3447 Email : <a href="mailto:info@faisombud.co.za">info@faisombud.co.za</a> Website : <a href="http://www.faisombud.co.za">www.faisombud.co.za</a>