

O A S I S



**OASIS GROUP HOLDINGS (PTY) LTD
And Subsidiary Companies**

Version: 2

Title:

Complaints Management Process

Applicable to:

All staff

OBJECTIVE

The objective is to provide a framework for the efficient resolution of complaints in accordance with the requirements of the Board Notice 910 of 2010.

A manager must have systems in place for the purpose of efficient resolution of complaints within the specified timeframes.

This complaints procedure aims to:

- Facilitate the professional and formal handling of complaints at the level where it has been lodged
- Allow for speedy handling of all complaints
- Ensure a full and fair investigation into complaints
- Provide for an effective response and appropriate redress

PREAMBLE

DEFINITIONS

“**complaint**” means a complaint submitted by an investor to a manager for purposes of resolution by the manager;

“**FSCA**” means Financial Sector Conduct Authority;

“**internal complaint resolution system procedures**”, in relation to a manager and an investor, means the system and procedures established and maintained by the manager in accordance with this paragraph for the resolution of complaints by investors; and

“**Ombud**” means the Ombud for Financial Services Providers referred to in section 20 (2) of the Act;

“**resolution**” or ‘internal resolution’ in relation to a complaint and a manager means the process of resolving a complaint through and in accordance with the internal complaint resolution system.

“**resolution**”, or “**internal resolution**”, in relation to a complaint and a provider, means the process of the resolving of a complaint through and in accordance with the internal complaint resolution system and procedures of the provider.

APPLICATION

Complaint refers to a specific complaint submitted by an investor to OCMC, alleging that an employee:

Contravened or failed to comply with a provision of Collective Investments Schemes Control Act and that, as a result, the client has suffered financial prejudice or damage;

Knowingly or negligently rendered a financial service to the client which caused prejudice or damage to the client or which is likely to result in such prejudice or damage; or

Treated the client unfairly. This would include, but not limited to complaints relating to the following:

- Design of a product or service
- Information provided
- Advice given
- Product performance
- Customer service
- Complaints handling process
- Other complaints

Client duties, rights or responsibilities:

1. All complaints must be in writing to the Ombudsman@oasiscrescent.com mailbox;
2. If possible attach all copies of relevant documentation in order to speed up the resolution process;
3. In the event that the complaint is not resolved within 6 weeks a complaint may be filed with the Ombud or FSCA
4. in the event that the complaint is not resolved to the satisfaction of the Client, the Client may file a report with the Ombud or FSCA.
5. All complaints to the Ombud or FSCA must be submitted within 6 months of receipt of finding by provider;

Manager Duties and responsibilities:

1. request that any investor who has a complaint against the manager must lodge such complaint in writing;
2. maintain record of complaints for a period of five years;
3. handle complaints from investors in a timely and fair manner;
4. take steps to investigate and respond promptly to complaints; and
5. where a complaint is not resolved to the investor's satisfaction, advise the investor of any further steps which may be available to the investor in terms of any other law.
6. Ensure adequate manpower and other resources;
7. Ensure that all staff are adequately trained, including imparting and ensuring full knowledge with regard to resolution of complaints (relevant Board Notices, TCF);
8. delegation of responsibilities and mandates to facilitate complaints resolution of a routine nature;
9. provision for the escalation of non-routine serious complaints and the handling thereof by staff with adequate expertise; and
10. internal follow-up procedures to ensure avoidance of occurrences giving rise to complaints, or to improve services and complaint systems and procedures where necessary.
11. receipt of complaints is promptly acknowledged in writing to the investor, with communication particulars of contact staff to be involved in the resolution of the complaint, are properly internally recorded by the relevant staff

12. make provision that after the receipt and recording of a particular complaint, the complaint will as soon as practically possible be forwarded to the relevant staff appointed to consider its resolution
13. If the complaint cannot be addressed within 3 weeks, OASIS must provide the Client a written acknowledgement of the complaint with contact references of OASIS;
14. If within 6 weeks of receipt of the complaint OASIS is unable to resolve the complaint, the Client must be notified that he/she may refer the matter to the Ombud; and must be advised to do so within 6 months of receipt of notification;
15. in the event that the complaint is not resolved to the satisfaction of the Client, OASIS must inform the Client of the further steps that may be taken (ie: how to report to the Ombud);
16. Ensure that the complaints process is available to Clients at all branches, or via electronic medium, or made known by public press (website)

Contact details

Should you not be satisfied with the response from OCMC, you may refer the complaint to the applicable Ombudsman or Financial Sector Conduct Authority.

Complaints relating to financial advice or any other related matter may be addressed to the **Financial Advisory and Intermediary Services Ombudsman** (FAIS Ombudsman):

Telephone: +27 (12) 470 9080 or +27 (12) 762 5000 Fax: +27 (12) 348 3447

Email address:

info@faisombud.co.za Website: www.faisombud.co.za

Complaints relating to BCI may be addressed to the **Financial Sector Conduct Authority**

Telephone: +27 (12) 428 8017

Email address: CIS.complaints@fsca.co.za Website: www.fsca.co.za

Annexure 1

COMPLAINT

Date of complaint: _____

Name of person receiving complaint: _____

Departmental Head: _____

Name of person lodging complaint:	
Name of Fund:	
Reference / Account number	
Summary of Complaint:	
Outcome required:	

