

VCIB Wealth (Pty) Ltd

FSP: 46118

# COMPLAINTS RESOLUTION PROCESS

Prepared by Moonstone

Date: September 2018

1. Process.....	3
1.1. First Step in Process.....	3
1.2. Second Step in Process.....	3
1.3. Ombud Contact Details.....	3

## 1. Process

Should you feel that any representative of the VCIB Wealth has contravened or failed to comply with a provision of this Act, and that as a result thereof you have suffered or are likely to suffer financial prejudice or damage; or if any representative of VCIB has willfully or negligently rendered a financial service to you which has, or is likely to cause prejudice or damage to you; or where you believe you have been treated unfairly, you have the right to complain.

### 1.1. First Step in Process

Your complaint must be lodged in writing with the compliance officer of VCIB Wealth, Mrs. Natassja Jooste . He can be contacted of [njooste@moonstonecompliance.co.za](mailto:njooste@moonstonecompliance.co.za) or on + (27) 21 883 8000

1. The Compliance Officer must acknowledge receipt of your complaint in writing to you.
2. The Complaint must be recorded into a “complaints register” at VCIB Wealth (all relevant facts and supporting documentation must be kept on record too).
3. The complaint must be resolved within six (6) weeks of receipt.

### 1.2. Second Step in Process

Should you not be entirely satisfied with the resolution of the complaint you may now complain to the **Ombud for Financial Services Providers**. The Office of the Ombud will not investigate a complaint unless it has been lodged with the Compliance Officer of the Financial Services Provider first.

### 1.3. Ombud Contact Details

Toll free no:	0860FAISOM (0860324766)
Telephone:	+27 12 470 9080
Facsimile:	+ 27 12 348 3447
E-mail address:	info@faisombud.co.za
Website:	www.faisombud.co.za
Postal Address:	P.O.Box 74571, Lynnwood Ridge, 0040