

Complaints Management

Policy & Procedure Manual



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1. Introduction

In the spirit of promoting the highest level of professional and ethical conduct, as well as treating customers fairly principles, this Internal Complaints & Resolution of Complaints Policy was adopted by the directors of Easydebit Payment Solutions (Pty) Ltd, who resolved that each overseeing individual or manager, sales/service consultant and staff member of the FSP should abide by the provisions of this policy.

2. Definitions

- i. **“Complaint”** means a complaint as defined in section 1(1) of the FAIS Act (excluding reference to section 26(1)(a)(iii) therein), submitted by a client to an FSP for purposes of resolution by the FSP.

A complaint means a specific complaint relating to a financial service rendered by an FSP or representative of an FSP to the complainant after 30 September 2004 and in which complaint it is alleged that the FSP or representative of the FSP:

- Has contravened or failed to comply with the 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 which has caused prejudice or damage to the complainant or which is likely to result in such prejudice or damage; or
 - Has treated the client unfairly
- ii. **“Internal complaint resolution system and procedures”** in relation to an FSP and a client, means the system and procedures established and maintained by the FSP in accordance with the general code of conduct for the resolution of complaints by clients.
- iii. **“Ombud”** means the Ombud for Financial Services Providers, commonly referred to as the FAIS Ombud, referred to in section 20(2) of the FAIS Act.
- iv. **“Resolution” or “Internal resolution”** in relation to a complaint and an FSP means the process of resolving of a complaint through and in accordance with the internal complaint resolution system and procedures of the provider.
- v. **“Rules”** means the rules on proceedings of the office of the Ombud for Financial Services Providers, 2002.

3. Document Purpose and Scope

3.1 Purpose

The purpose of this document is to govern and guide the organisation to achieve rational outcomes when managing complaints in accordance with the FAIS Act.

3.2 Scope

The purpose of this document is to govern and guide the organisation to achieve rational outcomes when managing complaints in accordance with the FAIS Act.

4. Process to submit a complaint

The following processes are to be followed when attending to a complaint:

- i. Any client who feels that he/she has been prejudiced in any way by the FSP or its staff and who wishes to lodge a complaint against the FSP must do so in writing providing full details of the complaint and must be accompanied by supporting documentation.
- ii. All complaints will be entered into our formal Complaints Register.
- iii. Non-routine serious complaints will be handled by senior staff with adequate expertise, training, and experience to resolve the matter as soon as possible.
- iv. We will promptly acknowledge, in writing, to the client receipt of such complaint and furnish the client with details of the contact person at our organisation who will be involved with the investigation and resolution of the complaint.
- v. All complaints received from clients will be handled in a timely and fair manner, with each complaint receiving proper consideration in a process that is managed appropriately and effectively.
- vi. We undertake to inform the client of the outcome of the investigation relating to the complaint within six (6) weeks of receipt of the initial written complaint.
- vii. In a case where the complaint is resolved in favour of and to the satisfaction of the client, we ensure that a full and appropriate level of redress is offered to the client without any further delays.
- viii. In a case where the complaint is not resolved to the client’s satisfaction, we will ensure that the client is made aware of their rights in terms of the

FAIS Act, or any other law. This includes giving the client a full written report regarding the investigation of the complaint and the findings thereof, as well as contact details (physical and postal address, contact numbers, fax numbers and e-mail addresses) for the Ombud for Financial Services Providers (FAIS Ombud); where the client will have six (6) months, from date of notification from us regarding the resolution/dismissal of the complaint, within which to pursue further action at the Ombud's office.

- ix. We undertake to maintain a record of complaints received for a period of five (5) years, together with an indication of whether or not such complaints were resolved.
- x. We further undertake to ensure that all new and existing clients are made aware of our complaints policy manual and the procedures to follow should they wish to submit a complaint against us or one or more of our service consultants.

5. Basic principles of our internal complaints resolution system

EasyDebit is committed to maintain an internal complaint resolution system and procedures based on the following:

- a) Maintenance of a comprehensive complaints policy that outlines the company's commitment to, and system and procedures for, internal resolution of complaints.
- b) Transparency and visibility, ensuring that clients have full knowledge of the procedures for resolution of their complaints.
- c) Accessibility of facilities, ensuring the existence of easy access to such procedures at the office provider open to clients, or through ancillary postal, fax, telephone, or electronic helpdesk support; and
- d) Fairness, ensuring that a resolution of a complaint can during and by means of the resolution process be affected which is fair to both clients, the company, and its staff.

6. Referral to Ombud for FPS's (FAIS Ombud)

- a) Before submitting a complaint to the Office of the Ombud, the complainant must endeavor to resolve the complaint with the company. The responding party has six (6) weeks in which to resolve the complaint with the complainant. After receipt of the final response of the company, the complainant has six (6) months within which to submit a complaint to the FAIS Ombud.
- b) If a complaint has not been resolved within 6 weeks or where the complaint has been dismissed or where the client is not satisfied with the results of the investigation into the complaint; the client may, within 6 months of such feedback from the FSP refer the complaint to the Ombud for Financial Services Providers (FAIS Ombud).
- c) The details for the FAIS Ombud are as follows:
 - i. Physical Address: Sussex Office Park, Ground Floor, Block B, 473 Lynnwood Road, Cnr Lynnwood Road and Sussex Avenue, Pretoria, 008
 - ii. Postal address: PO Box 74571, Lynwood Ridge, 0040
 - iii. Contact number: 012 762 5000 / 012 470 9080
 - iv. Fax no: 012 348 3447 / 012 470 9097 / 086 764 1422
- d) The FAIS Ombud will generally decline to investigate a complaint if a period of more than 3 years has expired since the act or omission which resulted in the complaint.
- e) The FAIS Ombud will not investigate a complaint where, before the date of receipt of the complaint by the FAIS Ombud, or during an investigation by the FAIS Ombud, the complainant institutes proceedings in a court regarding the subject matter of the complaint. Should the complainant not lodge the complaint with the FAIS Ombud, the complainant may pursue any other avenue of law which is available to it.

- f) The FAIS Ombud will generally only investigate a complaint where the financial loss suffered by the complainant is equal to or less than R800 000-00.
- g) The FAIS Ombud may decline to investigate a complaint if there is reasonable ground to believe that a more appropriate dispute resolution process is available or in cases where it will be more appropriate to deal with the complaint in a court of law.
- h) The FAIS Ombud will only proceed to investigate a complaint if it has informed every other interested party of the receipt of such complaint, has provided particulars of such complaint to those parties, and has provided those parties with the opportunity to respond.
- i) The FAIS Ombud may follow and implement any procedure which it deems fit and may allow any party the right of legal representation.
- j) The FAIS Ombud may make recommendations to the parties and if accepted by the parties, such recommendation will have the effect of a final determination.
- k) The FAIS Ombud will in any case, where a matter has not been settled or a recommendation has not been accepted by the parties, make a final determination which may include dismissal of the complaint or upholding of the complaint. If a complaint is upheld:
 - i. The complainant may be awarded compensation; or
 - ii. The FSP may be ordered to take certain steps to rectify the matter; or
 - iii. The FAIS Ombud may make any other order which a court may make.

7. Responsibilities and accountability

Participants to this procedure manual will only be held responsible and accountable for the execution of this policy based on their delegated approved KPI's.

The parties that are responsible and accountable for the implementation of this procedure manual will include but not be limited to:

- Senior management
- Internal compliance officer
- Service/sales consultants

8. Non-Compliance with the procedure

Any disciplinary action arising from breach of this policy will be taken according to the disciplinary code and grievance procedure of the company.

Where an employee is suspected of breaching the procedures, an internal investigation will be undertaken, depending on the outcome, civil and/ or criminal legal action could be taken against the employee in question.

9. Complaints process flow

- A dissatisfied client may lodge a complaint in accordance with the above procedure to the company.
- All complaints are to be done formally and in writing and received by the service consultants.
- Complaints received, will be validated, and logged as a new complaint on the company's complaint register by the service consultant.
- Acknowledgement of receipt of the complaint must be sent to the complainant in writing within 24hrs of such receipt by the service consultant.
- The complaint will then be assigned & investigated by either a service consultant and/or a manager.
- The service consultant and/or the manager will then attempt to resolve the complaint immediately or take the necessary action and advise the client of steps taken and expected date of resolution within 10 working days.
- The service consultant and/or manager will update the complaints register with all the developments and/or relevant activities.
- The service consultant and/or manager will inform client in writing of the resolution applied.

- The service consultant and/or manager will notify the client if the complaint is not resolved within 3 weeks and advice on the status of the complaint.
- The service consultant and/or manager will notify the client of the final outcome. This must be no later than 6 weeks from receipt of the complaint. Client is to be advised of other options available to resolve the dispute if not satisfied with the outcome.

10. Complaints Register

The register will contain the following fields:

Month:

The month in which the complaint is received and captured.

Account number:

The account number linked to the complaint.

Date of complaint:

The date of the day on which the complaint is received and captured.

Complaint category:

Type of complaint and short summary of the complaint as per the dropdown list.

Client's name:

Name of the customer lodging the complaint

Client's contact details:

Contact details of the customer who laid the complaint.

How complaint was received:

The type of media used to submit the complaint.

TCF outcome:

The principle of TCF that the complaints relates to.

Complaint resolved date:

Date of expected resolution and/or feedback to the client.

Root cause:

Short description of the reason for the complaint.

Overall outcome:

Summary of the decision taken.