

## Complaints Management

We want to hear from you!

We value your feedback and welcome the opportunity to address any issues you have regarding the service you receive. In line with our business strategy and the values to which we aspire, we are committed to treating all complaints fairly, thoroughly and promptly.

## How to submit your complaint

The Managing Director : Willem Lombaard  
Email : [willem@taxrisk.co.za](mailto:willem@taxrisk.co.za) or [info@taxrisk.co.za](mailto:info@taxrisk.co.za)  
Tel : 0861473738

## Our commitment to resolving your complaint

- To respond to you within 24 hours or the agreed turnaround time
- To treat you fairly, with sensitivity, respect and courtesy
- To provide feedback and updates throughout the complaint process
- To communicate and interact with you using the communication channel of your choice
- To be professional while demonstrating empathy
- To validate all complaints based on their merits and facts
- To ensure objectivity and disclose and act on conflicts of interest where appropriate
- To ensure that an appropriate remedy is provided, communicated to you timeously, and that action is substantiated in an easy-to-understand manner
- To provide all internal and external parties with updates on remedial actions as well as reasons for the decisions made

## Our response times

We will:

- Acknowledge your complaint within 24 hours of receipt
- Attempt to resolve the complaint at First Call Resolution. If we fail to do so, we will refer your complaint to the relevant person for resolution
- Provide you with the name of the person who will handle your complaint until it has been resolved
- Endeavour to resolve your complaint within 10 working days
- Keep you updated, in writing, on progress made while the complaint is under investigation

## Escalating your complaint

If a complaint is not resolved to your satisfaction, you may refer it to

### **THE NATIONAL FINANCIAL OMBUD**

National Financial Ombud Scheme South Africa NPC (the NFO)  
Head Office : 110 Oxford Road, Houghton Estate, Illovo, Johannesburg, 2198

Cape Town Office : Claremont Central Building, 6th Floor, 6 Vineyard Road, Claremont, 7708  
Tel: 0860-800-900  
Email: [info@nfosa.co.za](mailto:info@nfosa.co.za)  
Website: [www.nfosa.co.za](http://www.nfosa.co.za)

### **THE FAIS OMBUD**

The Ombud appointed in terms of the Financial Advisory and Intermediary Services Act, 2002 (Act no. 37 of 2002) is available to advise you in the event of a complaint regarding the intermediary services and advice you have received from your broker regarding this policy.

Physical address: Menlyn Central Office Building, 125 Dallas Avenue, Waterkloof Glen, Pretoria 0010  
Postal address: P O Box 41, Menlyn Park, 0063  
Telephone: 012 762 5000 | 086 066 3274  
Email: [info@faisombud.co.za](mailto:info@faisombud.co.za)  
Website: [www.faisombud.co.za](http://www.faisombud.co.za)