

INKUNZI WEALTH GROUP – CLIENT COMPLAINT PROCESS

The purpose of this document is to provide clients with information on how to lodge a complaint against Inkunzi Wealth Group (IWG).

Definition of a complaint

A complaint means a dissatisfaction relating to a financial service rendered by IWG or any of its representatives.

How to submit a complaint?

All complaints must be submitted in writing to IWG. It can be submitted either by hand, post, fax or email to the IWG contact details below.

Client Advice Centre

Our business hours are Monday to Friday, from 08:00 to 17:00
Email: invest@iwgsa.co.za
Tel: 087 1600 018
Fax: 086 569 3312

Physical address

10th Floor
Fredman Towers
13 Fredman Drive
Sandton

Postal address

Private Suite 924
Private Bag X9
Benmore
2010

What information must be included in the complaint?

- The full names, ID/registration number and contact details of the complainant
- The full names, ID/registration number and contact details of the client (if different from the complainant);
- Full details of the investment or investment number, where applicable
- Specific details about the nature of the complaint, which would include sufficient facts, dates and supporting documentation to enable IWG to deal with the complaint quickly and fairly.
- The full name and surname of the relevant IWG representative, where applicable

What will happen once a complaint is received?

- We will promptly acknowledge receipt of the complaint in writing to the complainant as soon as possible.
- We undertake to inform the client of the outcome of the investigation relating to the complaint within six weeks of receipt of the initial written complaint.
- In event that the complaint cannot be resolved, we will advise the complainant in writing of the reasons why the complaint could not be resolved and what further steps are available to the complainant.

Tel: (011) 047 6500
Fax: 086 569 3312
Email:www.iwgsa.co.za



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- We will keep a record of the complaint and maintain such record for 5 years as required by legislation.

What if I am still unhappy?

You may refer your complaint to the Office of the Ombud for Financial Services Providers. Standard procedure at the offices of the Ombud requires you to provide evidence of your attempt to resolve the matter directly with IWG.

Contact details for the FAIS Ombud:

Ombud for Financial Service Providers			
Name: Ms Noluntu Bam	Toll free: 0860 324 766	Fax: (012) 348 3447	Email: Info@faisombud.co.za
Address: PO Box 74571, Lynnwood Ridge, 0040			