

IWGSA Client Complaint Process

1. What can I complain about to IWGSA?

- Any dissatisfaction relating to products and/ or services provided by IWGSA and any of its registered Reps.

2. How do I go about complaining to IWGSA

- Please lodge a complaint in writing to Inkunzi Wealth Group, addressed to the compliance officer, using any of the following addresses

JHB Office Address	DBN Office Address	Email address
41 Rivonia Road, Vdara office park Two Vdara Unit 1, 1 st floor Sandhurst 2196	Durban Club Chambers 7 th floor, unit 4 5 Durban place Durban Central DBN 4001	complaints@iwgsa.co.za

3. The complaint must contain the following:

- Client details
 - Details of the complaint
 - Any documentary proof, where applicable
- Upon receipt of the above-mentioned information, your complaint will be acknowledged by an IWGSA employee who will assist in the resolution of your complaint.
 - Where possible, IWGSA endeavours to resolve your complaint within 5 business days of receipt, considering the nature of the complaint and the product type.
 - A full record of each complaint received, and all subsequent correspondence will be kept on record by IWGSA for such periods as prescribed by the relevant regulation

7. What happens next if you're still unhappy?

- IWGSA should always be given the opportunity to resolve the client complaint, however, should you be dissatisfied with our resolution, you have the right to refer your complaint to the Ombudsman, as set out below:

8. Complaints relating to intermediary services provided by IWGSA

- Only complaints relating to intermediary services provided by IWGSA as an authorised financial services provider, may be directed to the Financial Advisory and Intermediary Services Ombud ("FAIS Ombud").
- The FAIS Ombud acts independently and objectively. Please note that IWGSA is authorised to give financial advice and any complaints relating to advice will apply to the FSP. In complaints before the FAIS Ombud the complainant and any other party to the complaint is expected to give their fullest co-operation to resolve the complaint within a reasonable time.
- For these purposes a complainant includes the complainant's lawful successor in title, or a person nominated as beneficiary in terms of the financial product that is the subject of the relevant complaint.

Contact Details for the FAIS Ombud

Current Ombudsman: Advocate Nonku Tshombe

Physical Address	Postal Address	Other contact details
125 Dallas Avenue Menlyn Central Waterkloof Glen Pretoria 0100	PO Box 74571 Lynwood Ridge 0040	Tel: 012 762 5000 Email : info@faisombud.co.za Web: www.faisonmbud.co.za