

FOR THE INFORMATION OF OUR CUSTOMERS

WESBANK NON FRANCHISED DEALERS, A DIVISION OF FIRSTRAND BANK LIMITED
AN AUTHORISED FINANCIAL SERVICES PROVIDER

COMPLAINT RESOLUTION PROCEDURE

Financial Advisory and Intermediary Services Act no. 37 of 2002 (FAIS)

1. BACKGROUND

WESBANK NON FRANCHISED DEALERS places a high priority on customer satisfaction, and this priority extends to the effective and efficient resolution of customers' complaints. To this end, we have developed a complaints resolution procedure. This document aims to assist customers who wish to lodge a FAIS complaint.

Definition of FAIS complaint:

A FAIS complaint means a specific complaint relating to a financial service rendered by a Financial Services Provider (FSP) or its representative to the complainant on or after the date of commencement of this Act (30 September 2004), and in which the complainant alleges that the FSP or its representative has -

- contravened or failed to comply with the Act and which conduct has led to (or could lead to) the complainant suffering financial prejudice or damage;
- wilfully or negligently rendered a financial service that is likely to result in the complainant suffering financial prejudice or damage; or
- treated the complainant unfairly.

2. COMPLAINTS POLICY

WESBANK NON FRANCHISED DEALERS has committed itself to resolve customer complaints by -

- having an effective and efficient internal complaints process;
- having easily accessible procedures in place that are transparent and visible to customers; and
- ensuring that complaints are timeously and fairly resolved.

3. COMPLAINTS RESOLUTION PROCEDURES

- Complaints, in writing, and supporting documentation may be submitted to any WESBANK NON FRANCHISED DEALERS office or may be sent to:

The Compliance Officer
WESBANK
Private Bag X5
FLORIDA HILLS 1716

- We will acknowledge receipt of the complaint in writing and will endeavour to resolve the complaint within a reasonable time.
- If the complaint remains unresolved for six (6) weeks after it has been submitted to the compliance officer, we will notify you of this in writing. You will also be advised that you may refer the matter to the FAIS Ombud and his/her contact details will be provided.
- If you choose to approach the FAIS Ombud, you must do so within six (6) months of sending your initial complaint to the compliance officer.