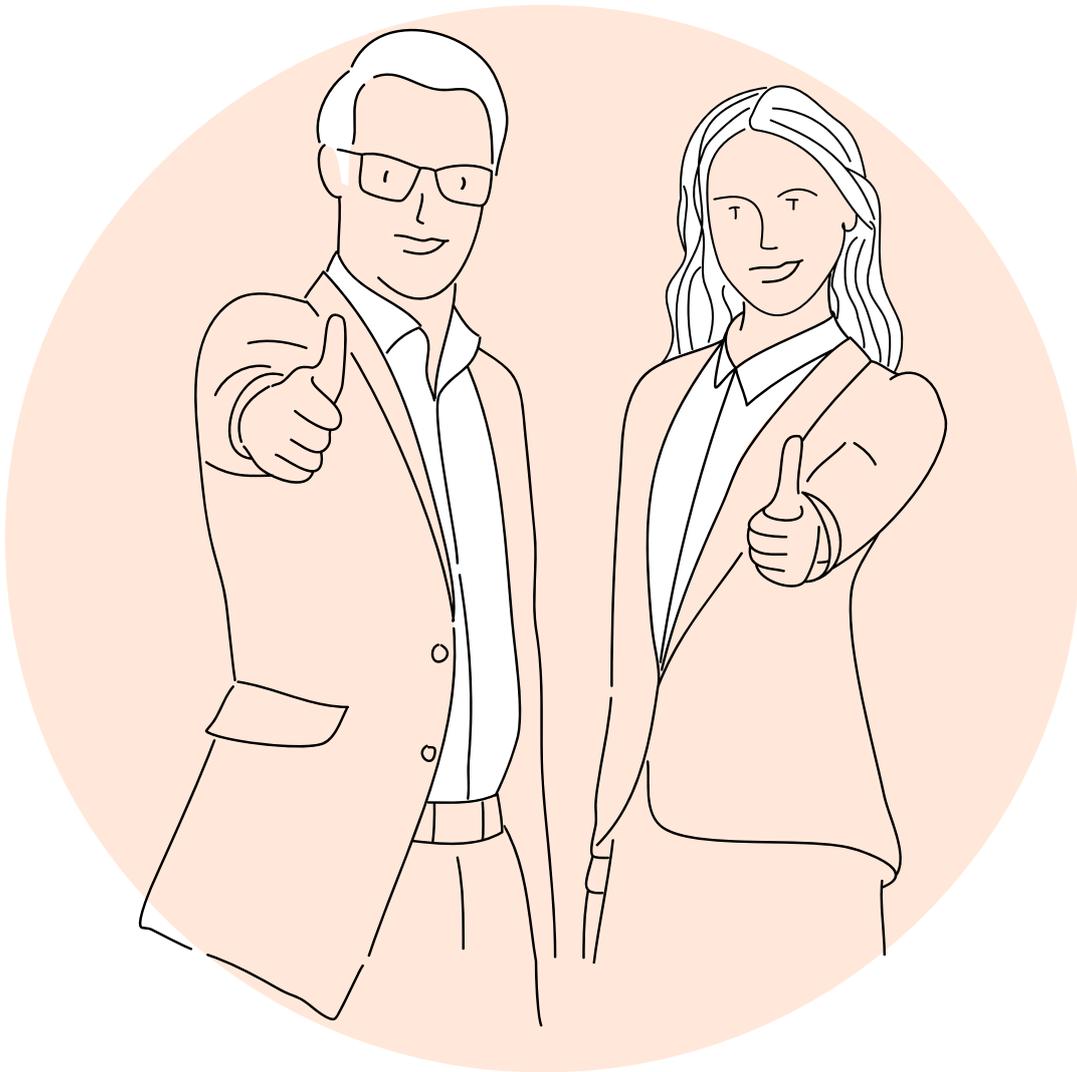


| 2021 / 2022 |

StratumBenefits⁺



COMPLAINTS RESOLUTION PROCESS

PURPOSE OF THIS DOCUMENT

Stratum Benefits is a licensed Financial Services Provider (FSP) with the authority to provide financial advice and perform intermediary services as provided for in the Financial Advisory and Intermediary Services Act (FAIS Act).

As such, we must fulfill certain duties like providing you with a formal **Complaints Resolution Process** that will help you exercise your rights as provided for in the FAIS Act, and share with you ways in which this process can be used to your advantage.

This document is kept at our office at Block D, 367 Surrey Avenue, Ferndale, Randburg.

w www.stratumbenefits.co.za

t 010 593 0981

f 086 633 3761

COMPLAINTS RESOLUTION PROCESS

WHEN YOU SHOULD COMPLAIN

If we, or any of our representatives gave financial advice or provided an intermediary service where you feel that we or your appointed broker:

- didn't comply with the FAIS Act and caused you to suffer financial prejudice;
- intentionally or negligently gave financial advice or provided an intermediary service that caused, or is likely to cause prejudice or damage; and/or
- treated you unfairly.

If you aren't satisfied with the performance of the product, you may address your complaint with Constantia Insurance Company Limited (CICL), our Insurer, or we can address the complaint with them on your behalf.

If you aren't satisfied with the financial advice or intermediary service received from an appointed brokerage, or from one of their representatives, like the broker or advisor, you may address your complaint with them directly or we can address your complaint with them on your behalf.

WHERE TO SEND YOUR COMPLAINT

STRATUM BENEFITS (PTY) LTD

Block C & D, 367 Surrey Avenue, Ferndale, Randburg 2194
Suite 386, Private Bag X09, Weltevredenpark, 1715

e buhlebuzile.nhlapo@stratumbenefits.co.za

f 086 633 3761

WHAT INFORMATION IS REQUIRED

- Your name, surname and contact details.
- A complete description of your complaint.
- The name of the person who gave you advice or provided an intermediary service.
- The date on which the matter in question took place.
- All documentation relating to your complaint.
- Indicate how you would prefer to receive communication from us regarding your complaint, i.e by e-mail, fax or post.

RECEIVING YOUR COMPLAINT

- We'll acknowledge receipt of your complaint within **5 working days** of receiving your written complaint and provide details of the person responsible for the resolution of your complaint.
- Your complaint will be recorded in our Complaints Register.
- We'll investigate your complaint and if it can be resolved immediately, we'll inform you accordingly. If your complaint can't be resolved immediately or if any supporting documents are required, we'll attempt to resolve your complaint within **6 weeks** of receipt of your written complaint or submission of the required supporting documents.
- If we're unable to resolve your complaint within a **6 week** period or if we're unable to resolve the complaint to your satisfaction, you have the right to refer your complaint to the Ombud appointed specifically for this purpose or directly to our Insurer. Your complaint must be referred within **6 months** from the date of our notice.

FAIS OMBUD

P.O. Box 74571, Lynnwood Ridge, 0040

t 086 032 4766 / 012 470 9080

f 012 348 3447

e info@faisombud.co.za

SHORT TERM INSURANCE OMBUD

P.O. Box 32334, Braamfontein, 2017

t 011 726 8900

f 011 726 5501

e info@osti.co.za

CONSTANTIA INSURANCE COMPANY LIMITED (CICL)

Nicol Main Office Park, 2 Bruton Rd, Bryanston, Johannesburg, 2191

P.O. Box 3518, Cramerview, 2060

t 011 686 4200

f 011 789 8828

e complaints@constantiagroup.co.za

FSP No 31111

STRATUM BENEFITS EXTERNAL COMPLIANCE OFFICER

DANIEL OPPERMAN

23 Pinnacle Park, Dawood Close, Ballito, Kwa-Zulu Natal, 4420

t 032 946 2921/49

e info@nationalcompliance.co.za

OMBUD COMPLAINTS

TYPE OF COMPLAINT

Your complaint must relate to financial advice given or an intermediary service that was provided and must have the following content:

- The FSP contravened the FAIS Act that caused you, or may cause you to suffer financial damage;
- The FSP intentionally or negligently gave financial advice or provided an intermediary service that caused, or may cause prejudice or financial damage; and/or
- Details of how you were treated unfairly.

Your complaint mustn't be about the investment performance of the financial product, unless:

- financial performance was guaranteed; or
- the financial performance is deficient to the point of presuming misrepresentation, negligence or maladministration on the part of the FSP or person your complaint is against.

COMPLAINTS CONDITIONS

- The event being complained about must've occurred on or after **30.09.2004**.
- The Ombud must receive your complaint within **3 years** of the event that resulted in the complaint. If you weren't aware of the event, the **3-year period** will commence from the date you've become aware or from the date a reasonable person in their circumstances would've become aware, whichever date is the earliest.
- If you've instituted legal action in a court of law relating to your complaint and also referred your complaint to the Ombud, the Ombud won't consider your complaint.
- The FSP must've been given the opportunity to resolve your complaint first. If the FSP failed to do so to your satisfaction within **6 weeks** of receipt, you may take the matter to the Ombud.
- You have **6 months** in which to go to the Ombud with your complaint after you've received a final response from the FSP or person you're complaining against.
- Complaints must be in writing and must be accompanied by the relevant supporting documentation.
- The Ombud may refuse to consider your complaint if it's believed that the complaint should be taken to court.

OUR PLEDGE

- We'll acknowledge receipt of your complaint.
- If we're unable to resolve the complaint to your satisfaction within **6 weeks**, we'll inform you of your rights to refer the complaint to the Ombud within **6 months** of receipt of the notice.

OMBUD COMPLAINT PROCEDURE

1. The Ombud will officially receive your complaint.
2. The running of prescription under the Prescription Act will be suspended from the date on which you receive the official receipt of complaint, or until your complaint is withdrawn or a determination is made by the Ombud or by the Board of Appeal.
3. The Ombud won't start the investigation of your complaint until all parties are informed of the complaint to enable everyone to respond accordingly.
4. The Ombud will first attempt to resolve your complaint through conciliated settlement acceptable to all parties.
5. The Ombud may make a recommendation to the parties to resolve the complaint.

DETERMINATIONS BY THE OMBUD AND ITS LEGAL STATUS

- If your complaint isn't resolved through conciliated settlement, the Ombud will make a determination which has the legal status of a civil court judgment.
- The determination could be of monetary value, but not exceeding **R 800 000** unless the FSP or person complained against agrees to it, or any other order that can be made by a court.
- An award of cost may be made against the FSP or the person complained against, or against yourself if the conduct of your complaint was inappropriate or if you caused an unreasonable delay in the finalisation of the investigation.

APPEALS TO THE BOARD OF APPEAL

- It's possible to appeal to the Board of Appeal if the Ombud gives leave to appeal. If the Ombud refuses, the Chairperson of the Board of Appeal may grant permission to appeal.
- Application for leave to appeal must be made to the Ombud within **1 month** of the Ombud's determination.
- If the Ombud refuses leave to appeal, you may request leave to appeal from the Chairperson of the Board of Appeal within **1 month** of the Ombud's refusal. You must inform the Ombud of your request.
- A determination by the Board of Appeal has the same status as a civil court judgment.

Stratum Benefits aligns its business practice to the FAIS Act and we strive to offer a fair resolution to any complaint received.