

Client Complaint Procedure

1. What is a complaint?

A 'complaint' is any dissatisfaction with a service or product that has been provided to you by Nedbank Private Wealth that you wish us to attend to.

It is different from a 'query' which will typically be a request for product information, or for information regarding administrative arrangements.

2. How do I complain to Nedbank Private Wealth?

Please send us your complaint in writing, addressed to the **Compliance Officer**, using one of the following addresses:

Physical address	Postal address	Fax and email details
Nedbank Private Wealth Clocktower Building Clocktower Precinct V&A Waterfront Cape Town 8001	Nedbank Private Wealth PO Box 86 Cape Town 8000	Fax: (021) 416 8202 (RSA only) Email: compliance@nedbankprivatewealth.co.za

Please include:

- Your full name;
- Your account number;
- Details of your complaint; and
- Any supporting documents that is relevant.

3. What will Nedbank Private Wealth do on receiving your complaint?

We will acknowledge it promptly and keep you informed on progress made in resolving the matter. We will promptly investigate your complaint and advise you of the outcome as soon as our investigation is completed.

We will try to resolve your complaint within five business days of receiving it. However, it can take much longer to solve your complaint and if a delay is expected, we will inform you and keep you informed of the progress on a weekly basis until it is resolved.

We will keep a detailed record of your complaint and all subsequent correspondence for as long as we are required to do so by any law.

4. What further steps are available if you are not happy with our response?

If you feel that your complaint has still not been resolved or dissatisfied with our response, you may elect to escalate your complaint to any of the Ombudsman offices with jurisdiction on the matter.

4.1 Complaints before the FAIS Ombud:

The FAIS Ombud can be approached for complaints in respect of financial services in terms of Financial Advisory and Intermediary Services Act (FAIS). In consideration of a complaint, the FAIS Ombud acts independently and objectively.

Contact Details for the FAIS Ombud
 PO Box 74571, Lynnwood Ridge, 0040
 Telephone: +27 12 470 9080
 Fax: + 27 12 348 3447
 Email address: info@faisombud.co.za
 Website: www.faisombud.co.za

Nedbank Building, Clocktower Precinct, V&A Waterfront, Cape Town. P O Box 86, Cape Town 8000

Telephone +27 (0)21 416 6000 Website www.nedbankprivatewealth.co.za

Nedgroup Private Wealth(Pty) Limited Reg No 1997/009637/07, VAT Reg No 4380168908. Authorised financial services provider.

DIRECTORS VJ Boule JF Kendall D Macready
 COMPANY SECRETARY Nedgroup Secretariat Services

4.2 Complaints before the Banking Ombud

The Ombudsman for Banking Services is a free, independent dispute resolution facility provided to the clients of all South African banks. It deals with disputes between individuals/ small businesses and their banks. The Ombudsman for Banking Services will only consider your complaint if you provide a reference number, indicating that your complaint has already been through the bank's internal complaints procedure.

The Ombudsman's contact details are as follows:

Ombudsman for Banking Services

PO Box 5728
Johannesburg
2000

Telephone: 0860 800 900

Fax: 011 838 0043

Website: www.obssa.co.za

Email: info@obssa.co.za

4.3 Complaints in respect of unit trust portfolios:

Complaints related to the unit trust portfolios may be referred to the Registrar of Collective Investments at the Financial Services Board (FSB).

Contact Details for the FSB

Registrar of Collective Investment Schemes

PO Box 35655, Menlo Park, 0102

Telephone: +27 12 428 8000

Fax: + 27 12 347 0221

Email address: info@fsb.co.za

Website: www.fsb.co.za

4.4 Complaints before the Ombudsman for Long-term Insurance:

The Ombudsman for Long term Insurance can be approached for Living Annuity and Endowment related complaints. The role of the Ombudsman is to ensure that your rights are protected, and to mediate in a dispute if required.

Contact Details for the Ombudsman for Long-term Insurance

Private Bag X45, Claremont, 7735

Telephone: +27 21 657 5000

Fax: +27 21 674 0951

Email: info@ombud.co.za

Website: www.ombud.co.za

4.5 Pension Funds Adjudicator complaints:

The Pension Funds Adjudicator can be approached for complaints related to the administration, or investments of member benefits or the interpretation and application of the rules of retirement funds, such as the Retirement Annuity, Pension Preservation and Provident Preservation Funds. The role of the Pension Funds Adjudicator is to ensure that the rights of members are protected, and to mediate in a dispute if required.

Contact Details for the Pension Funds Adjudicator

PO Box 651826, Benmore, 2010 Telephone: 087 942 2700 Fax: 087 942 2644

Email: enquiries-jhb@pfa.org.za

Website: www.pfa.org.za

Nedbank Clocktower, Clocktower Precinct, V&A Waterfront, Cape Town. P O Box 86, Cape Town 8000

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