

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 Nedgroup Investments¹ 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 Nedgroup Investments?

Please send us your complaint in writing, addressed to the Head of Client Services, using one of the following addresses:

Physical address	Postal address	Fax and email details
Nedgroup Investments Clocktower Building Clocktower Precinct V&A Waterfront Cape Town 8001	Nedgroup Investments PO Box 1510 Cape Town 8000	Fax: 0861 119 733 (RSA only) Email: complaints@nedgroupinvestments.co.za

Please include:

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

3. What will Nedgroup Investments do on receiving your complaint?

We will write back to you to confirm that we have received your complaint within three business days and will also give you the contact details of the person who will assist to resolve your complaint.

We will promptly investigate your complaint and advise you of the outcome as soon as our investigation is completed.

¹ applies to Nedgroup Investments (Pty) Limited and all its subsidiary companies, as well as the following products and entities: the Nedgroup Investments unit trusts, the Endowment, the Living Annuity, and the Retirement Annuity, Pension and Provident Preservation Funds (collectively 'Nedgroup Investments / we / us')

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?

Should you be dissatisfied with our response, or we reject your complaint, you have the following further steps available:

4.1 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

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

4.2 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.

Nedgroup Investment Advisors Limited is an authorised financial services provider in terms of FAIS. Only complaints related to intermediary services provided by Nedgroup Investment Advisors Limited may be referred to the FAIS Ombud. Nedgroup Investment Advisors Limited is not authorised to give you advice. If your complaint is related to any advice you received, please lodge your complaint directly with the FAIS Ombud.

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

4.3 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

4.4 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