

## 1. What qualifies as a complaint?

A “complaint” is any dissatisfaction with a service or product that has been provided to you by: Long Beach Capital (Pty) Ltd and that you wish us to attend to. It is not the same as a query which will typically be a request for product information, or for information regarding administrative arrangements.

## 2. How do you submit your complaint?

Long Beach Capital will endeavour to resolve any complaint without delay when you bring it to our attention. If your complaint cannot be resolved immediately and to your satisfaction, you will be requested to submit it in writing, addressed to “The Complaints Officer”, using one of the following addresses:

Physical address	Postal address	Email and Fax details
Block B, Silverwood Silverwood Lane Steenberg Office Park Tokai 7945	PO Box 30067 Tokai 7966	Fax:: 021 – 700 5495 Email: info@longbeachcapital.co.za

Please include –

- Your full names;
- Your client/account number;
- Details of your complaint;
- Any relevant supporting documents.

## 3. What will happen following receipt of your complaint?

We will write back to you to confirm that we have received your complaint within 3 business days and will also give you the contact details of the person who will assist to resolve your complaint.

We will endeavour to resolve your complaint within 4 weeks of receiving it and will advise you of the outcome as soon as our investigation is completed. If a delay is expected, we will inform you of the delay and will keep you informed of the progress on a weekly basis until it is resolved. We will keep a full 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 may refer your complaint to the Ombudsman or to the Pension Funds Adjudicator as set out below:

##### a. **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.

If within 4 weeks of receipt of a complaint Long Beach Capital has been unable to resolve the complaint to your satisfaction, we must inform you that the complaint may be referred to the Office of the FAIS Ombud if you wish to pursue the matter and that you should do so within six months of receipt of such notification.

##### **Contact Details for the FAIS Ombud**

P.O.Box 74571 ,Lynnwood Ridge,0040

Telephone: +27 12 470 9080

Facsimile: + 27 12 348 3447

E-mail address: [info@faisombud.co.za](mailto:info@faisombud.co.za)

Website: [www.faisombud.co.za](http://www.faisombud.co.za)