



PO Box 14261, Sinoville, Pretoria, RSA, 0129
148 Sefako Makghato Drive, Sinoville, Pretoria, RSA, 0182
Tel: +27 (0) 12 567 7657
Fax: +27 (0) 12 543 9533
FSB Registered Fund Managers - 589

Johannesburg Security and Portfolio Management Company Pty (Ltd)
t.a. SA Asset Management - Reg. nr: 1995/006481/07

Client Complaint Process

How should I go about complaining to SA Asset Management?

Please lodge a complaint in writing to SA Asset Management, addressed to Client Services, using any one of the following addresses:

Physical Address:

148 Sefako Makghato Drive
Sinoville
Pretoria
0129

Postal Address:

PO Box 14261
Sinoville
Pretoria
0129

Email: saassets@saassetmanagement.co.za

Website: www.saassetmanagement.co.za

Tel: +27 (0)12 567 7657

The complaint must contain all of the following:

- Client Details
- Details of the Complaint
- Any documentary proof, where applicable
- Upon receipt by SA Asset Management of the above-mentioned information, your complaint will be acknowledged by a SA Asset Management staff member that will assist in the resolution of your complaint. Where possible, SA Asset Management endeavours to resolve your complaint within five business days of receipt of your complaint, considering the nature of the complaint and the product type. A full record of each complaint received, and all subsequent correspondence will be kept on record by Independent Investment Solutions for such periods as prescribed by relevant legislation.



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What if you are still unhappy?

SA Asset Management should always be given the opportunity to resolve the complaint. However, should you be dissatisfied with the response from SA Asset Management, you may refer your complaint to the Ombudsman, the details of which are set out below.

Complaints relating to intermediary services provided by SA Asset Management, as an authorised financial services provider, may be directed to the Financial Advisory and Intermediary Services Ombud (FAIS Ombud). The FAIS Ombud acts independently and objectively. In complaints before the FAIS Ombud the complainant and any other party to the complaint are expected to give their fullest co-operation to dispose of the complaint within a reasonable time.

Contact details for the FAIS Ombud:

Physical Address:

FAIS Ombud
Eastwood Office Park
Baobab House
Ground Floor
Lynwood Ridge
0081

Postal Address:

PO Box 74571
Lynwood Ridge
0040

Client Contact Division:

Tel: 0860FAISOM (0860 324 766)
Tel: +27 (0)12 470 9080
Fax: +27 (0)12 348 3447
Email: info@faisombud.co.za
Website: www.faisombud.co.za